**CURRICULUM VITAE**

**Anas ali Saiyed**

475/A, Bhoiwada Pole, Opp. Zakaria Masjid, Relief Road, Kalupur, Ahmedabad 380001

------------------------------------------------------------ Email: [anas0685@gmail.com|](mailto:anas0685@gmail.com) Mobile: +91-9904900242

------------------------------------------------------------

**Highlights**

12 + years of experience in international Voice Processes for (B2B & B2C) international Sales & Marketing, Customer Service, Pharmacy, Travel & Tourism.

Industries – UK/US BPO, Travel & Tourism, Pharmacy, Telecom.

--------------------------------------------------------------------------------------------

**Specialties:** Communications (English, Hindi, Gujarati) & leadership skills.

--------------------------------------------------------------------------------------------

**Education:** Under graduate

--------------------------------------------------------------------------------------------

**MY STRENGTH:**

**Enthusiasm, Trustworthiness, Creativity, Discipline, Patience, Respectfulness, Determination, Dedication, Honesty, Versatility.**

**Experience:**

**\*Upadpro Software & Services Pvt. Ltd.**

**International Sales Officer – B2B Domain (US market)**

March 2020 – Present.

1. Handling B2B sales, making outbound cold calls for generating new inquiries and turning up into sales.
2. Making new outbound and follow-up calls to existing clients via telephone and email.
3. Handle inbound, unsolicited prospect calls and convert into sales.
4. Sending Invoices to the customer for the order placed and collecting payments.
5. Emphasize product/service features and benefits and handle objections.
6. Update and maintain the CRM.
7. Enter new customer data and update changes to existing accounts in the corporate CRM.
8. Attend periodic sales training where applicable.
9. Maintaining the SLA & Client Quality Parameters.
10. Coaching & Development of new & existing team members.
11. Executing and updating progress reports on daily basis.
12. Responsible for generating revenue for the company.

**\*Global Sightseeing Pvt. Ltd.**

**Reservation Sales Supervisor at Global Sightseeing Pvt. Ltd. (Golden Tours**

**UK)-Sales Process.**

July 2016 – August 2019

1. Handling Travel Sales, Customer Service & Back office Operation (B2B & B2C) (International)
2. Dealing with International & Domestic Travel Agents, Handling their Sales and after sales inquiries and bookings.
3. Selling International Holiday Packages, Sightseeing Tours, Attraction Tickets, Hotel booking, transfers etc. & also preparing complete travel itinerary as per client’s requirements.
4. Receiving sales & after sales inquiries through inbound calls ,Email from International/Domestic Customers, Travel Agents, Hotel Concierges, Handling their queries or complains and resolving it within given TAT time.
5. Maintaining the SLA & Client Quality Parameters.
6. Coaching & Development of new & existing team members.
7. Monitoring performance for the team & giving regular feedbacks and updates on daily basis.
8. Executing and updating progress reports on daily basis.
9. Responsible for generating revenue for the company.

**\*Space Stem Pvt. Ltd.**

**Sr. Customer Support Executive**

March 2014 – June 2016

1. Handling day to day operation for B2B / B2C Sales, after sales and Customer

Service. (UK Pharmacy Company)

1. Receiving inbound calls and also making outbound calls to Doctors, Pharmacist, Clinics, and Hospitals.
2. Generating new sales lead, converting it into sales. Generating revenue for the company and also handling customer queries and complaints, resolving it within given TAT time.
3. Maintaining the SLA & Client Quality Parameters.
4. Also doing coaching & working on development of team members.
5. Also monitoring performance for the team & giving regular feedbacks and updates.
6. Executing and updating progress reports on daily basis.
7. Also handling entire live chat support system of the company.
8. Co-coordinating with the support staff (HR, Admin, IT and Accounts) for the smooth functioning of the company.

**\*Global Sightseeing Pvt. Ltd.**

**Reservation Sales Supervisor at Global Sightseeing Pvt. Ltd. (Golden Tours**

**UK)-Sales Process.**

February 2013 – February 2014

1. Handling Travel Sales, Customer Service & Back office Operation (B2B & B2C) (International)
2. Dealing with International & Domestic Travel Agents, Handling their Sales and after sales inquiries and bookings.
3. Selling International Holiday Packages, Sightseeing Tours, Attraction Tickets, Hotel booking, transfers etc. & also preparing complete travel itinerary as per client’s requirements.
4. Receiving sales & after sales inquiries through inbound calls ,Email from International/Domestic Customers, Travel Agents, Hotel Concierges, Handling their queries or complains and resolving it within given TAT time.
5. Maintaining the SLA & Client Quality Parameters.
6. Coaching & Development of new & existing team members.
7. Monitoring performance for the team & giving regular feedbacks and updates on daily basis.
8. Executing and updating progress reports on daily basis.
9. Responsible for generating revenue for the company.

**\*Kuoni Travel Group, India**

**Travel Counselor at Kuoni Travels PVT. LTD. (SOTC) (Sales Department)-Sales**

March 2012 - January 2013

1. Handling Retail Front Desk.(Franchise store)
2. Handling travel sales inquiries through walk in clients, emails & calls and responsible for converting their inquiries into sales booking.
3. Booking International Holiday Packages, Booking Hotels, and Transfers etc by preparing proper travel Itinerary as per client requirements.
4. Also Visiting Travel Agents on regular basis to generate more & more sales inquiries and also to update them with new sales offers.
5. Responsible for entire store sales performance in generating revenue for company.
6. Meeting Travel Agents to get new business and resolving their queries or complains.
7. Executing and updating progress reports on daily basis.

**\*Mazda Consultancy Services Pvt. Ltd.**

**Sales Agent at Mazda Consultancy Services (Jetline Travel UK)-Sales**

May 2009 - January 2012

1. Handling B2B & B2C inbound and Outbound calls.
2. Handling travel sales bookings for international& domestic Holiday Packages.
3. Designing tailor made (F.I.T) travelitinerary according to the client’s requirement and budget.
4. Planning & achieving the given targets.
5. Generating daily, weekly, fortnightly & monthly performance reports
6. Monitoring the quality of production.
7. Coordinating with the support staff (HR, Admin, IT and Accounts) for the smooth functioning for the company.
8. Monitoring discipline & strict adherence to company policies.
9. Generating new sales inquiries and converting them into sales.

**\*Liontel Info Solution Pvt. Ltd.**

**Customer Service Executive - Liontel Info Solution PVT. LTD. UK Sales Process**

April 2007 - March 2009

1. Making Outbound calls to UK Clients to Generate Sales.(UK Mortgage & Personal Loan Process).
2. Maintaining the SLA & Client Quality Parameters.
3. Coaching & Development of team members.
4. Monitoring performance for the team & giving feedback.
5. Executing and updating progress reports on a daily basis.
6. Roistering for the floor & maintaining adherence.

Honors and Awards

Certificate of participation in the Cricket tournament in 2008.

Interests

Playing & Watching Cricket, Listening to music, Singing, Dancing, Making New Friends.

Languages

English (Full professional proficiency) Hindi (Native or bilingual proficiency) Gujarati (Native or bilingual proficiency)

Skills & Expertise

Team Management, BPO B2B Sales, Business Analysis, Quality Assurance, Leadership, Process Improvement, Negotiation, Vendor Management, Research & Development, Data Management, Data Analysis, Social Media Marketing, Online Lead Generation, Online Marketing Client Co-ordination, Invoice Verification, Quality Auditing, Quality Management, Business Coaching, Training & Development, Performance Reviews, Operations Management, Critical Thinking, KPO, Lead Management, Customer Satisfaction, Business Strategy & Sales Operations