



Armaan Ahmed

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Professional Summary

Skilled and experienced Marketing executive well versed in solving customer and client problems handling product training and acting as liaison between customers and industries. Ready to ensure customers are always happy with services and products resulting in company profits and enhanced reputation.

Experience: 11+ years

Company Name : **Sai Krupa Photo Offset Pvt Ltd**
Designation : Sr. Marketing Executive
Period : 22nd June 2012 – Present

Company Name : **Time OOH**
Designation : Customer Service Executive
Period : May 2010 to June 2012

KRAs across Career Span

- Provider of exceptional level of customer service and account management
- Have designed implemented and conducted training seminars
- Adept at Introducing new products or services and recording responses client inquiries and suggesting solutions to improve products or services
- Capable of building strong customer relationships through rapport and interaction
- Can take detailed instructions execute them and inject as needed fresh and innovative adjustments resulting in goals that exceed expectations
- Able to operate in a fast-paced dynamic environment multi-tasking and accomplishing goals in sufficient manners.
- Dealt with client issues investigating and finding answers resolving issues providing assistance or directing them to appropriate parties
- Utilized latest training support standards and procedures to provide high level of customer service

- Ensured that customers received contractual service expectations
- Kept operation running taking a minimum of 10 calls per hour
- Cultivated promising and qualified leads for follow-up by sales
- Captured customer and client information using spreadsheets and other documentation
- Answered calls in prompt friendly manner

Education

- SSC, Kolkata Board
- HSC, Kolkata Board
- B.Sc , Aligarh Muslim University

Personal Details

- **Date of Birth** : 28th August 1990
- **Languages Known** : English, Hindi, Marathi
- **Address** : Global Arena, near Tivari Railway Crossing, Naigaon -Tivari road, Naigaon (East)

~ **References Available Upon Request** ~