

Ali A. Shah

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571-329-2436

Objective

Accomplished consultant with a track record in client-facing roles, leadership, and telecom specialization. Eager to contribute my expertise to a dynamic company, advancing its goals and furthering my knowledge in business, information systems, and technologies.

Experience & Qualifications

- 6 years of invaluable client-facing experience spanning diverse industries.
- Proven track record of fostering long-term relationships through effective communication and understanding of client needs.
- Demonstrated capacity to lead and motivate teams, highlighting robust leadership abilities that foster collaboration and cultivate a high-performance environment.
- Acquired specialized knowledge and skills within the telecom and financial sectors.
- Successfully implemented strategic solutions tailored to the unique challenges.
- Comprehensive knowledge of Business Development and Business Process.
- Possess a robust working knowledge of various CRM Systems, coupled with expertise in computer operations and technology infrastructure.
- Implemented diverse methods, including discovery workshops and user interviews, to accurately elicit and define client needs.
- Demonstrated excellence in verbal and written communication, ensuring effective conveyance of complex ideas to both internal teams and clients.
- Collaborated with cross-functional teams to address complex challenges, ensuring optimal outcomes.

Technologies

- **CRM:** Salesforce, Omni-Systems, SAP, Workday
- **Office Tools:** MS Office Suite, Visio, Project, SharePoint, PowerPoint, OneNote
- **Mockup and Diagramming Tools:** MS Visio, MS PowerPoint, MS Office
- **Technologies:** 5G, VoIP, VoLTE, CDMA, GSM
- **Cloud:** VMware, Azure, AWS

Verizon

Solutions Specialist

March 2019 – April 2020

Pentagon, Arlington

Summary: As a Solutions Specialist at Verizon, I operated within a dynamic sales environment, strategically driving product sales and enhancing product knowledge. Proficiently positioned comprehensive solutions for both Business Clients and Consumer Accounts, showcasing advanced technical knowledge and business strategy. Offered a diverse range of Wireless, 5G, and ISP packages, encompassing both proprietary and vendor products. Actively participated in B2B sales and various marketing campaigns. Engaged customers proactively to identify their specific needs, strategically positioning diverse solutions to address individual requirements.

- Provided comprehensive guidance to both existing and new customers, ensuring they were adept in utilizing devices and services effectively.
- Improved customer satisfaction by identifying and addressing key pain points.
- Collaborated actively with the Business Team, playing a key role in generating new leads and revenue through strategic initiatives and collaborative efforts.

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Verizon Wireless
Herndon, Va

Branch Manager

Dec 2016 – Nov 2018

Summary: As a dedicated Branch Manager at Verizon Wireless, I served as a leader with a focus on coaching and developing a high-performing sales team. Exceeded monthly Gross Profit (GP) targets and various matrices, including Postpaid, Prepay, Tablet, and incremental attachment ratio. Prioritized store needs with meticulous documentation, fostering a clean and positive working environment. Swiftly addressed and consolidated both new and recurring issues, ensuring operational efficiency. Built rapport with consumer and business customers, contributing significantly to increased sales. Maintained store staff by recruiting, selecting, orienting, and training employees.

- Managed comprehensive branch operations and maintenance.
- Conducted weekly and daily reviews with each employee.
- Scheduled staff hours and analyzed expenditures.
- Emphasized sales quotas at store and employee levels.
- Hosted informative standup calls for detailed expectation discussions.
- Managed inventory and streamlined order processing.
- Ensured merchandise and services availability.
- Forecasted sales through foot traffic and conversion ratio analysis.

AIG
Reston, VA

Financial Consultant

Aug 2015 – Jan 2017

Summary: Certified Financial Consultant in VA, specializing in identifying diverse financial needs and proposing tailored solutions. Developed comprehensive wealth management plans with long-term investment roadmaps, ensuring consistent and thorough investor protection. Delivered exceptional client service, presenting quality insurance and indexed products to meet financial needs. Actively participated in marketing events to enhance brand loyalty and revenue. Maintained professional and dependable relationships with a diverse client base.

- Conducted thorough assessments of the financial needs of each client, tailoring financial solutions to align with their specific objectives.
- Assessed the financial needs of each client.
- Ensure consistent and comprehensive investor protection.
- Catered knowledge of several insurance and indexed products
- Provided strategic oversight of input on the product road map.
- Ensure exceptional client service and quality product offerings.
- Prospected for new clients through phone, media marketing campaigns.
- Created long-term financial plans for each client.
- Maintained a professional and dependable relationship with all clients and vendors.

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T-Mobile

Communications Consultant

March 2014 – Dec 2016

Summary: Distinguished for delivering top-tier concierge-level customer service in the telecommunications industry. Consistently surpassed weekly and monthly quotas, significantly contributing to the store's success. Proactively consulted with customers to grasp their present and future wireless requirements, ensuring personalized solutions. Managed the seamless execution of opening and closing procedures for the location. Committed to continuous improvement, actively engaged in a series of comprehensive training and educational programs to master the art of sales product presentation.

- Exemplify outstanding customer service by adeptly managing and resolving all customer conflicts in every interaction.
- Fostered a thriving sales funnel through strategic account reviews and securing referrals from existing business customers.
- Established a personalized customer database to facilitate and schedule appointments effectively.
- Managed the end-to-end process and fulfillment of warranty and insurance claims.
- Undertook administrative responsibilities related to branch operations.
- Demonstrated commitment by traveling between locations to provide support to local branches and staff.

Education:

Nova College: Information Technology (In-progress)

Pearson: Certified Financial Consultant in the State of VA. (Life and Annuities)

Languages:

Trilingual: English – Native, Urdu – Native, Hindi – Intermediate.