

Curriculum Vitae

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CAREER OBJECTIVE:

I am looking for a company that is driven by excellence and promotes professional development based on an employee's dedication, loyalty and work ethics. Offers aptitude in computers, willingness to work hard & contribute towards team goals.

PROFESSIONAL SKILLS:

- Expert in Sales strategic planning, Customer service and AOP.
- Expert in MS-Office, POS, CRM (Siebel), BSCS, Logistics & Stock inventory.
- Highly skilled in team/manager's handling, excellent communication, interpersonal skills.
- Highly talented in negotiation and convincing international U.S, UK, Australia, Arabic and Indian clients.
- Expert in data analysis, key account analysis and customer retention.

ACHIEVEMENTS:

- Won **BEST AREA SALES MANAGER AWARD** in 2 quarters of 2019, over 15 months of my career in OYO.
- During my period, my team won "**BEST CHANNEL PARTNER AWARD- HIGHEST DEVICE SELLER**" in JULY 2018 in ETISALAT TELECOM.
- I won the awards for the "**BEST PERFORMANCE & BEST SOCIAL MEDIA FEED BACK**" in 2 quarters in DU TELECOM in 2015.
- Winner in State level Project competition and won "**Young scientist**" Award in 2005.

CORPORATE SALES MANAGER - OYO ROOMS, INDIA (FEB 2019 TILL DATE):

➤ Working as **AREA SALES MANGER** in **B2B & B2C** by leading a **team of 17(with 15 Sales executives and 2 CORPORATE SALES MANAGERS)**which handles **Sales & Customer retention**. Responsible for the **Sales and target achievement in 3 territories(North Chennai, Kanchipuram, South Chennai).**

➤ Responsible for end to end **Sales with quality, queries handling, problem solving, quality feedback for tele-calling team, account acquisition, customer retention , account management and win-back accounts**. Involvement in staff recruitment and appraisals. **Training staff** to deliver a **high standard of Sales strategies** using **SWOT ANALYSIS & OBJECTION HANDLING**.

➤ Responsible for achieving target on product penetration (**Hotel room bookings, tourism packages, MICE packages, banquet halls, events**) Communicating with **tier-1 and tier 2 customers by telephone, email, and face-to-face** to get the feedback on the services and to ensure account has **incremental growth of business.**

➤ **Monitoring live calls** and providing instant feedback to improve the quality of pitch related to **UPSELLING, CROSS SELLING skills. Managing the queue** to make sure all the calls are **attended on hourly basis** from the auto dialler. **Assigning database** to the **tele-callers** based on their potential and segregating **ELITE CUSTOMERS AND REVENUE BASED CUSTOMERS.**

➤ Driving the **account acquisition** through **BTL and ATL campaigns, customer retention and win-back accounts** by 2 Corp. Sales Managers and team. Boosted sales up to **25% higher** than assigned target in **3 months** with the **development of B2B and B2C** with proactive account servicing and diligent relationship-building. Boosted revenue by bringing in and cementing relationships with new clients and optimizing the servicing of existing customer accounts up to **25% of the incremental growth.**

➤ **Maintaining weekly sales tracking and leadership reports** to support operational enhancement and implement corrective actions. Developed a highly **profitable pipeline** based on multiple sales penetration technique. Utilized **CRM, SIEBEL** to handle current portfolio, prospective leads, and to track the pipeline.

➤ **Retaining existing clients** by using effective **data analysis and feedback strategies** to increase profitability and develop a system or organization for projects. **Monetized dormant leads** to increase profits on the **incremental revenue acquisition** and **expanded sales by 5%**, facilitating client satisfaction and renewing customer relations. Developed accurate **sales forecasts by analyzing sales feedback** and wrote reports for senior leadership.

➤ Confer or consult with Hub head to plan advertising services and to secure information on equipment and customer specifications. **Sending reports on all Parameters [Escalations on Customer Support, RNR call ratio, Sales, Feedback, customer retention analysis]** to the Corporate & Hub head at the end of the day.

ETISALAT TELECOM, UAE-DUBAI (From April 2017 till Nov 2018):

- I worked for “**ETISALAT TELECOM**” in “**AL DEYAA PREMIUM CHANNEL PARTNER-ETISALAT**” as a “**SALES MANAGER**” in “**B2B & B2C-Direct/ Inside sales**” by **leading** a team of **17 Sales professionals** (9 sales executives & 5 tele sales executives) & **2 Asst. team leaders** in my team. Reporting to **Managing Director, Sales director, and channel partner manager** on a **daily basis.**
- Driving the team towards the **daily/weekly/monthly target.** Selling telecom products such as **GSM, broad band connections, managed services and digital telecom products.** My expertise

is in closing **bulk orders in contract with MNC corporate** which increase the **yearly and incremental revenue** of the company acquisition.

- Boosted sales up to **25% higher** than assigned target in **3 months** with the **development of B2B and B2C** customer relationships. **Maintained weekly sales tracking and leadership reports** to support operational enhancement and implement corrective actions. Developed a highly **profitable pipeline** based on multiple sales penetration technique. Utilized **SALESFORCE CRM, SIEBEL** to handle current portfolio, prospective leads, and to track the pipeline.
- Communicated regularly with **Sales director and channel partner manager** for daily support and **strategic planning** for accounts.
- **Trained and coached** a team of **5 Tele sales** professionals focused on selling to **B2C** customers and **Trained 9 Direct Sale executives on B2B sales**, practices which enhance performance, efficiency and profitability. **Planned and led SWOT ANALYSIS & POINT OF SELLING training** sessions to promote sales professional development.
- **Monitoring live calls** and providing instant feedback to improve the quality of pitch related to **UPSELLING, CROSS SELLING skills**. **Managing the queue** to make sure all the calls are **attended on hourly basis** from the auto dialler. **Assigning database** to the **tele-callers** based on their potential and segregating **ELITE CUSTOMERS AND REVENUE BASED CUSTOMERS**.
- **Retaining existing clients** by using effective **data analysis and sales strategies** to increase profitability. **Increased sales by 10% assigned target** with the execution of full **sales cycle processing** from initial lead processing through conversion. **Monetized dormant leads** to increase profits on the **incremental revenue acquisition** and **expanded sales by 5%**, facilitating client satisfaction and renewing customer relations. Developed accurate **sales forecasts by analyzing sales feedback** and wrote reports for senior leadership.
- Confer or consult with Managing director to plan advertising services and to secure information on equipment and customer specifications. **Sending reports on all Parameters (Sales metrics, Escalations on Customer Support and Target ratio)** to the Managing and Sales director at the end of the day.

DU TELECOM, UAE (From Nov2014 till March2017):

- I worked for “**DU TELECOM**” in UAE (ABU DHABI) in “**IPAY FOR ALL LLC**” as a “**Retail Store in charge in DU TELECOM retail outlet**” in “**B2B & B2C-direct/inside sales**” by **leading** a team of **9 Sales professionals**.
- Achieving **team sales target** with the products say “**Post-paid, prepaid, broad band connections, managed services and digital telecom products**”. Delivering excellent **Customer service** and do **Sales by** converting the visitor of the store in to a Customer.

- I have been **certified** in **2 categories** such as “**Consumer mobile and Enterprise training**”. I follow up on **B2B leads and B2C data base** on a regular basis and achieve team target and full fill the demands of the Customer as well.
- Monitoring the **weekly pipeline** and achieved **80% successful closure ratio** on the same week. Training the team on **UPSELLING, CROSS SELLING SKILLS**. I was handling “**Dispute and Premium customer**” queries and issues which are “**Billing dispute, Offers dispute, Technical errors and miss commitment, etc.**”
- As an in charge, I am making the **EOD Finance report** in “**Sales, credit, cash statistics, means of payment, and discounted items**” each day and reporting to finance department with the day end cash, stocks and depositing the cash respectively.
- I manipulate the **Stock logistics** in which I do the “**Stock addition, Stock removal, Shop to Shop transfer (S2S), and goods movement record** in the stock inventory and creating **Purchase order and Sales projections**”. Handling “**Document controller section**”, in which verifying and sending it for the finance approval.

Net Avenue technologies, India (From Oct 2012 to Nov 2013):

- I worked with “**Net Avenue technologies**” as **Customer Support executive and Process trainer L3 Level in Customer Support and Sales** in Voice Process for U.S. Shift.
- I am the **in- charge of a team consist of 9 members**. Assisting only to the Irate Customer’s and queries on order status,shipping and customs comes with an escalation issue. I worked in both **inbound calls and outbound calls, chat and Email support**” to interact with the Customers.
- Handling inbound queries on order status, shipment status, escalation on the product quality post delivery of the package. Coordinating with the operations team on the measurements and amendment on customizing the material.

Ivesia Solutions, India (From Sep 2011 to Feb 2012):

- I worked with “**Ivesia Solutions**” as a **Customer Support Executive** in **technical process** for US campaign in the **Connect Leader Process**.
- My responsibility is to **call the “C Level”** people of the company to explain about the Company’s services and product and need to fix up a Meeting Schedule for the Business Development Executive.

Lead Generation Process:

- Generating leads through various SEO’s like (Jigsaw .com, lead 411.com) which
- Generating leads under various criteria for various departments (or) fields.
- Finding the E-mail conversion for the Prospect by surfing the Company website and other social networks. Finding the Direct numbers of the Prospect through Global search.

PERSONAL DETAILS:

Date of Birth : 8th March 1989
Languages Known : English, Tamil, Hindi
Nationality : India (Tamil Nadu)
Hobby : Collecting antique's
Marital status : Married

EDUCATIONAL SUMMARY

- B.E (Electrical and Electronics engineering) with **First class (72.0%)** @ Ponnaiyah Ramajayam College of Engineering and Technology, Thanjavur.
- XII Standard (80%) from DONBOSCO Matriculation Higher Secondary School, Thanjavur during the year April 2006
- X Standard (81%) from DONBOSCO Matriculation Higher Secondary School, Thanjavur during the year April 2006.

DECLARATION:

The above said are true to the best of my Knowledge & belief.

Yours Truly

(T. MOHAMED SAMEER)