

CURRICULUM - VITAE

Mohd. Qasim
H-323 Shaheed Nagar
Ghaziabad (U.P.)
Contact No. 9911578535
E-Mail ID: qasimm065@gmail.com

➤ **CAREER OBJECTIVE:**

To achieve high career growth through a continuous process of learning & looking forward for a challenging dynamic & vibrant environment.

➤ **WORKING EXPERIENCE:-** More than 5 Years experience in Retail, Sales & Customer Service and Field sales.

- 6 months experience in Bharatpe as a Territory Manager.
- 1 year experience in self business.
- 2.5 years experience as a Customer Relationship Executive in Vodafone.
- 1.5 years experience as a Sales and Retail executive in Vodafone.

➤ **Current Job profile:-**

- Manage a team of 25 people.
- Train team to do on-board merchants and revisit them.
- Customer support with positive attitude.
- Identify team goals and evaluate team progress.
- Develop team strengths and improve weakness
- Ensure marketing activities.
- Ensure to achieve given target.

➤ Nature of self business

Contractor ship of POP and Home Painting.

➤ Responsibilities in self business:-

1. Manage a team of 10-15 people.
2. Raw material management.
3. Comply with all safety rules.
4. Provide good quality safety equipment.
5. Complete work in given time.
6. Observing quality of work.

➤ Profile in Vodafone:-

1. Handled a team of 6 Sales Retail Executive..
2. Deals with the customers with smiley face always, Greeting Customers, Build
3. professional relationship.
4. Have experienced of dealing customer via mail chat.
5. Motivate team for Suggestive Sale, Trained them how to sale the product.
6. Escalation handling, Deals with all kind of escalation, solve it efficiently.
7. Maintain Healthy environment in store.

➤ Achievements

- Won the title of “Customer Experience of Excellence twice” in 2017 (Vodafone)
- Won the title of Best Agent in all products, 4 times from 2016 to 2017 (Vodafone)
- Won the title of Best Agent in ghaziabad area. July 2017 (Vodafone)
- Won the best agent in MVA and Postpaid Connections. Nov-dec 2017 (Vodafone)

➤ **EDUCATIONAL PROFILE:**



- Pursuing MBA (Sales And Marketing) Distance Learning.
- BA (Prog) Monad University Hapur (2014)
- Intermediate From C.B.S.E. (2010)
- High School from C.B.S.E. Board (2008)

Key Skills

- Target Oriented.
- Customer Service and Retention
- Sales Oriented.
- Optimistic
- Self confident

➤ **PERSONAL QUALITIES:**

- Good communications skills.
- Hard Working.
- Punctual and dedicated.
- Well organized and hardworking

PERSONAL DETAILS:

Father's Name : Mr. Rafique Ahmed
Date of Birth : 06/05/1992
Marital Status : Married
Nationality : Indian
Languages Known : Hindi & English (U.S.)
Interests : Watching Movies and Travelling

DECLARATION:

I hereby declare that all the information is true to the best of my knowledge and belief.

Date

(Mohd.Qasim)