**Sabahat Siddiqui**

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**OBJECTIVE**

Seeking a challenging career in a dynamic and leading organization preferably in any Industry that would help me cultivate and nurture my skills with an opportunity to display my talent and become an asset to the organization.

**PROFESSIONAL EXPERIENCE**

**CONCENTRIX** September 2015 to February 2018

*Sr. Associate in Operations*

Role & Responsibilities:

* Resolve seller’s queries via call or email.
* Addressed seller’s inquiries, and also assist them how to list and sell products on Amazon.
* Time to time advice the sellers to increase the sale as per the Amazon guidelines.
* Promote the sellers product to increase the sales like big sale/deal on amazon.
* Maximizing & retaining seller satisfaction level by on time delivery, monitoring seller complaints, providing efficient services and resolving their issues for seller retention.
* Responsible for the mentoring of new joiners.
* Quality assurance of the new team members.
* Responsible for the productivity as per the client requirements.

**RAUNAK INVESTMENTS & REALITY** February 2015 to August 2015

*Client Relationship*

Role & Responsibilities:

* Responsible for assigned sales targets (monthly, quarterly and annually).
* Goals set for centers month on month, maintaining relationship with target customers, customer service, sales support and sales.
* Build sustainable relationships of trust through open and interactive communication.

**PROVANA INDIA PVT LTD** March 2014 to January 2015

*Associate in Operations*

Role & Responsibilities:

* Providing backend support to the debt collection law firms including attorney support, client services, skip procedures.
* Conduct secondary research to find the addresses of the defaulters.
* Direct interaction with clients for new procedures and queries.
* Making and analyzing SOP’s of new procedures.

**PROJECT UNDERTAKEN**

* 2-months Industrial training in HDFC Standard Life Insurance Ltd.
* **Title of the Project** – Market research for financial consultant’s on HDFCSL

**QUALIFICATION**

Master of Business Administration in Marketing, IIPM, Delhi

December 2013

Bachelor of Business Administration, Hamdard University, Delhi

October 2010

**CERTIFICATION**

Mis & Data Analyst, SLA Consultants, Delhi

December 2017

**KEY SKILLS AND COMPETENCIES**

* Comprehensive problem solving abilities
* Strong Analytical and Numerical Skills
* Data Entry
* Web Research
* Independent, confident and capable of working with minimal supervision and contribute to the team
* Ability to create and maintain effective business relationship with customers
* Knowledge of MS Office applications

**PERSONAL INFORMATION**

* Father’s Name : S.U Siddiqui
* Nationality : Indian
* Languages : English and Hindi
* Marital Status : Single