

ROBIUL SK

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Summary

Experienced professional with exceptional teamwork and communication skills. Collaborated with cross-functional teams to successfully achieve project objectives. Demonstrated excellent interpersonal abilities in fostering positive relationships with clients and colleagues. Consistently maintained a strong work ethic, delivering high-quality results. Known for positive thinking and honesty, effectively contributing to a positive work environment.

Experience

sales executive • Punjab National Bank Card

May 2023 - Present

- Achieved consistently high sales targets, exceeding monthly quotas by 20% on average.
- Created and implemented effective sales strategies resulting in a 30% increase in revenue within the first year.
- Developed and maintained strong relationships with key clients, resulting in a 25% increase in repeat business.
- Conducted market research and analysis to identify new business opportunities, leading to a successful expansion into untapped markets.
- Collaborated with cross-functional teams to streamline sales processes, resulting in a 15% reduction in turnaround time.
- Provided exceptional customer service, resulting in a 95% customer satisfaction rating.
- Trained and mentored new sales representatives, resulting in a 25% increase in their individual sales performance.
- Utilized CRM software to track sales data, analyze trends, and identify areas for improvement, resulting in a more efficient and targeted sales approach.

Team leader • SBI Card

Oct 2022 - Mar 2023

10+ employees

Lead 10+ employees in daily task management, ensuring deadlines are met and tasks are completed to a high standard. Spearheaded numerous initiatives to increase team productivity, resulting in a 10% efficiency improvement. Mentored, coached and provided support to drive career growth for team members. Developed standard operating procedures for onboarding, training and performance evaluation. Assisted in the development of long-term strategies to promote team growth, resulting in a 15% increase in team size. Partnered with other departments to ensure smooth workflow and on-time completion of projects. Established best practices across the team, resulting in a 30% reduction in errors. Created internal reports to effectively communicate progress, findings and recommendations to management.

Human resources • WorkIndia

Aug 2018 - Sep 2022

business sector, or economy.

Strategically managing human resources to optimize organizational outcomes. Defining, developing, and overseeing HR processes and policies. Supervising the recruitment and selection of personnel. Analyzing and evaluating employee performance.

Education

B com • University of Kalyani

Mar 2020 - Present

B com • Grade: 75

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Presently participating in a Bachelor of Commerce program in the 3rd year.

HS PASS • Khagra gurdas tarasundari institution

May 2016 - Aug 2018

Science • Grade: 66.80

Computer science

Achievements and Awards

Team leader

Oct 2022

SBI Card

Led successful team of 10 in developing and implementing complex projects, resulting in increased efficiency and customer satisfaction. Used effective communication, problem-solving, and collaborative skills to ensure successful execution of projects. Demonstrated ability to identify and manage risks in a timely manner and made quick decisions that achieved desired results. Developed strategies for successful project delivery, resulting in improved efficiency and customer satisfaction.

Skills

Team handling, Sales marketing, Team leader, Tele counselor,
Computer knowledge, ms word, ms excel, Agriculture, Computer Skills - working with MS Office,
Computer skills