

Manager-Business Relations CV

MOHD ABID AHMAD SIDDIQUI

B4S SOLUTIONS PVT. LTD.

An empanelled partner of **BSNL (A Govt. of India Enterprise)**
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PERSONAL SUMMARY

I am a proven Manager-Business Relations who has a deep desire to do the right thing for our customers. I am working as a Manager-Business Relations in B4S Solutions Pvt. Ltd. since 15th OCT, 2017 and in this role my main duty is to provide an unparalleled customer satisfaction by empowering sales staff and driving innovation. My present employer is very satisfied with my current performance also we maintain good customer relationships. On a personal level I have real ambition and a very strong desire to reach my goals and I am looking for a better opportunity for my personal and career growth.

CAREER HISTORY

Manager- Business Relations – 15th October-2017 to Present

Employer's name – B4S Solutions Pvt. Ltd. (An Empanelled Partner of BSNL), India

Responsibilities: Sales development, Business Relations and Planning in 11 states of India for more than 15000 satisfied customer base.

SALES COORDINATOR – JUNE 2014 – OCTOBER 2017

Employer's name - GULF STEEL COATING INDUS. CO. LTD, KINGDOM OF SAUDI ARABIA

Responsibility for supporting the company Sales Team and ensuring material delivery of all orders at right place in time.

DUTIES:

- Managing all the sales coordination related activity of the company.
- Handling a high volume of customer enquiries while providing a high quality of service to each caller.

- Writing up accurate and grammatically correct sales correspondence with clients.
- Preparing and plan sales orders to ensure that they are scheduled and material is dispatched on time.
- Effectively communicating with customers in a professional and friendly manner.
- Order processing and ensuring the delivery of material to customers.
- Supporting the field sales team.
- Carrying out tasks such as data input, processing information, completing paperwork and filing daily reports documents etc.
- Speaking with customers using clear and professional language.
- Resolving any sales related issues with customers.
- Making follow-up calls to confirm sales orders or delivery dates.
- Responding to sales queries via phone, e-mail and in writing.
- Accurately analyzing and assessing statistical data.

Sr. Sales Manager – June-2013 to October -2013

Employer's Name – Reliance Communications Limited, India

DUTIES

- Achieving growth and hitting sales targets by successfully managing the sales team. Designing and implementing a strategic business plan that expands company's customer base and ensure its strong presence. Owning recruiting, objectives setting, coaching and performance monitoring of sales representatives.
- Products : Enterprise Voice, data and conferencing services

HR AND ADMIN. – AUG- 2009 – MAY- 2013

Employers name - TABI TELECOM SERVICES, INDIA

DUTIES:

- Application for a new government tenders and participation
- To manage and accomplish all tender related work start to end.
- Projects Done: Measurement of EMF of all BSNL's Antennas in Uttarakhand & HRM like staff joining, salary, EPF, ESIC and other bank and tax related work of the project.

ACADEMIC QUALIFICATIONS

IMS UNIVERSITY, Dehradun India – POST GRADUATE DIPLOMA IN MANAGEMENT in

Marketing and Finance batch 2007-2009

CCS UNIVERSITY, Meerut India – BACHLOR OF COMPUTER APPLICATIONS batch 2004-2007

KEY SKILLS AND COMPETENCIES

Professional

- Client service experience in an office setting.
- Client dealing and problem solving.
- Strong ability to multi-task, prioritize and execute delivery plans.
- Ability to perform under pressure and stressful conditions.

Personal

- Well educated , Honest, young, energetic and smart
- A fast learner who can quickly understands and adopt new technologies and processes.

OTHER DETAILS

Passport No. : K0146233 Valid till : 02.11.2021

Kingdom Of Saudi Arabia Driving License No. : 2369299454 Valid till: 24.01.2022

Marital Status : Married Age : 32 Y

Family Member : 1

AREAS OF EXPERTISE

Manager-Business Relations

Sales Coordinator

Sr. Sales Manager

HR & ADMIN.

REFERENCES

Shall be provided

Sincere Thanks,

Mohd Abid Ahmad Siddiqui