

## **CAREER OBJECTIVE**

To secure a responsible and challenging position in an organization which would encourage me to perform to the best of my abilities and would also give me ample opportunities for professional advancement.

## **PROFESSIONAL EXPERIENCE**

➤ **Senior Delight Executive - Wakefit Innovations Private Ltd., Bangalore (Sept 2022- Jan 2023)**

**Roles and Responsibilities:**

- Thorough knowledge of Wakefit products
- Answer calls professionally to provide information about products and services, take/ cancel and process orders
- Handle customer complaints on priority basis, provide appropriate solutions and alternatives within specified time limits
- Maintaining a record of customer interactions and transactions - including details of inquiries, complaints, comments as well as actions taken.
- Handle difficult customers with patience
- Follow up to ensure that appropriate actions were taken on customers' requests
- Refer unresolved customer grievances or special requests to designated departments for further investigation.

➤ **HR Associate - Muviiin Consultants Pvt Ltd., Bangalore (Jan 2022- June 2022)**

**Roles and Responsibilities:**

- Communicating with potential job candidates
- Identifying external talent from a variety of job tools such as Naukri, Indeed, Monster Jobs
- Well versed with use of job search tools
- Understand business/client needs and accordingly source candidates
- Able to work in a high-volume recruiting environment
- Conduct screenings and interviews
- Offer guidance and facilitate the offer negotiation process through completion

➤ **Relationship Manager - Ideal Properties, Bangalore (Jan 2016 - Feb 2020)**

**Roles and Responsibilities:**

- Providing guidance and assisting sellers and buyers in marketing and purchasing property for the right price under the best terms
- Take clients on home tours and attend open houses
- Consult with clients on how to sell their home quickly and for a good value
- Maintain and update listings of available properties
- Advise clients throughout the negotiation process to help them get maximum value for their home

## **PRIMARY SKILLS/TOOLS & SYSTEMS**

- Communication Skills
- Adaptable with strong organization and collaborative skills
- Team player
- Negotiation skills
- Ability to work independently
- Listening skills and calm under pressure
- Microsoft Excel and Word

**MANSOOR AHMED**  
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- Knowledge of Job portals such as Naukri, Indeed and Monster

#### **EDUCATIONAL QUALIFICATIONS**

- B. Com, Andhra University [2020-2022]

#### **PERSONAL DETAILS**

- Languages known: English, Hindi, and Kannada