

# UMAIR WANGARE

SS-Type 3/1, Sector-2, Vashi, Navi Mumbai

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## SUMMARY

Motivated professional with experience in finding new business opportunities, building strong client relationships, and increasing company revenue. Skilled in market research, creating business strategies, and closing deals. A strong communicator who works well with teams and focuses on achieving goals and driving growth.

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## WORK EXPERIENCE

### Business Development Executive , FreightEx Logistics (Qatar)

- Generated new business opportunities by identifying prospects, qualifying leads, and managing outreach efforts through cold calls, emails, and networking.
- Negotiated contracts and pricing with clients, securing partnerships and growing client base by 20% annually.
- Assisted senior management in preparing sales presentations, proposals, and contract negotiations.
- Established and maintained relationships with external vendors and partners to offer comprehensive logistics solutions, increasing customer satisfaction and loyalty.
- Collaborated with the marketing team to refine lead-generation strategies, achieving a 15% higher conversion rate.
- Ensured smooth transitions for new clients by coordinating implementation and onboarding processes with operations teams.

### Broker - Share Market (F. G. Markets, Malad)

- Reached out to potential and existing clients to promote share market investment products, services, and trading accounts.
- Educated clients on market trends, investment strategies, and the benefits of trading in stocks and securities.
- Achieved specific target or goal.
- Maintained a database of leads and prospects while ensuring consistent follow-ups.
- Collaborated with team members to develop effective sales strategies and achieve organizational goals.
- Addressed customer inquiries, resolved issues, and provided guidance on account setup and trading processes.
- Kept up-to-date with market developments, company offerings, and regulatory requirements to better assist clients.

### Retail Sales Supervisor - Sanitary & Hygiene Products (One Solution,Kurla East)

- Supervised a team of retail sales associates to ensure smooth day-to-day operations and high performance.
- Monitored sales performance, provided coaching, and implemented strategies to achieve and exceed sales targets.

- Managed inventory levels, conducted stock checks, and coordinated with suppliers to ensure product availability.
- Ensured excellent customer service by addressing escalated issues, resolving complaints, and maintaining customer satisfaction.
- Trained new employees on sales techniques, product knowledge, and store policies.
- Prepared daily, weekly, and monthly sales reports to analyze trends and inform decision-making.
- Oversaw merchandising and ensured the store layout aligned with company branding and promotional goals.
- Collaborated with management to implement sales promotions, seasonal campaigns, and special events.

### **Tele Sales & Customer Service (Hathway Cable & Datacom Ltd, Malad)**

- Made outbound calls to prospective and existing customers to promote products and services.
- Educated customers on product features, pricing, and benefits to convert leads into sales.
- Achieved and exceeded daily, weekly, and monthly sales targets.
- Maintained a detailed and accurate record of customer interactions, follow-ups, and sales in the CRM system.
- Designed and implemented effective call scripts to enhance customer engagement and boost sales.
- Worked closely with the marketing team to align sales campaigns with customer preferences and market trends.

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## **EDUCATION**

### **Bachelor of Management Studies (Marketing)**

**2015 - 2018**

Burhani College of Commerce & Arts  
Mumbai University

### **Higher Secondary - Commerce & Arts**

**2014 - 2015**

Sir S. A. High School & Junior College

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## **ADDITIONAL INFORMATION**

- **Technical Skills:**
  - Customer Relationship Management (CRM) tools
  - Point of Sale (POS) systems and transaction processing
  - Data analysis and reporting (Microsoft Excel, Google Sheets)
  - Strong interpersonal and communication skills
  - Product demonstration and presentation skills
  - Problem-solving and conflict resolution
- **Languages:** English, Hindi