

Personal Particulars

Name: Syed Mohammed Yakoob Hadi

Gender: Male

Date of Birth: 26/11/1985

Nationality: Indian

Passport Number: T4773743

Date of Issue: 15/05/2019

Date of Expiry: 14/5/2029

Contact Information

Phone: +91-8522953079

Email: smyakoobhadi@gmail.com

Mailing Address: 17-9-598, Malakpet, Hyderabad.

Telangana-500023.

Career Objective

To establish firm and secure a challenging position in your organization. Where I can render my services To a global and dynamic organization in a progressive way and I can even consistently learn and Contribute to the growth of the company as well.

Education

Bachelor of Commerce

2005-2008

Board of Intermediate Education

2001-2005

Board of Secondary

2000-2001.

Working Experience:**Y-Axis Overseas Services Pvt Ltd**

Designation: Senior Process Consultant

Period of Service: 01/09/2022 –Till date

Job Responsibilities:

As a Senior Process Consultant I am the point of contact to all my assigned clients

Taking care of the visa application until visa decision.

Issuing customized checklist to each client as per their respective profiles

Regular follow-ups via emails, phone calls

Screening and auditing the documents of the each client

Helping team members in auditing their client's applications and the visa application profiles

Handling escalations and retentions of the clients

Conducting multiple interview mock sessions (USA clients)

Checking visa slots for booking an appointments at regular interval for all the clients

Screening the documents provided by the clients before submitting on the portal.
Raising emergency request upon the client travel requirements
Cross-selling and taking referrals from the existing clients and getting sales on own
Following up for the visa copy and the Google reviews and the video testimonials for visa success clients.
Doing reapplication for the refusal applications.

AutoDukan (Formerly known as Wash4sure)

Designation: Operations Manager

Period of Service: 05/03/2021 to 31/07/2022

Job Responsibilities:

Managing day to day operations
Handling team of 100+ skilled workers and supervisors
Visiting new automobile dealerships for growth and expansions
Regular visits at existing dealerships service centers and meeting with the head of the department for the feedback and follow-ups on the services
Conducting meeting twice in as month with the supervisors
Minimizing the escalations and the complaints by providing best quality services
Providing training to the new joiners before boarding them
Reporting to the CEO and the founder of the company at regular intervals.

Spinny (Value drive technologies pvt ltd)

Designation: Senior Customer Relationship Manager

Period of Service: 03/10/2019 to 20/11/2020

Job Responsibilities:

Following the SOPs of the company
Being single POC to the customers, B2B and B2C, and for the leads assigned.
Interaction with the team from different verticals which includes Refurb, Inside Sales, and the Procurement
Regular follow-ups with the customers from the ETB and BTB
Post sales follow-ups for references
Offering test drives at the hub or the home or the office of the customers and assisting with their requirements in terms of the budgets.

NEXA- Gem Motors India Pvt Ltd

Designation: Relationship Manager

Period of Service: 05/01/2016 to 07/09/2019

Job Responsibilities:

Following the 6 steps process of Vehicle demo
Pre-Sales and Post sales phone calls for follow ups
Attending Walk-ins giving the brief idea about premium cars at NEXA
Attending In-bound and Out –bound enquiries and turning into positive sales revenue

More into customer service by providing the best hospitality and creating new premium experience
Conducting events at Government offices corporate companies and residential areas

Majid Al Futtaim- Najm Credit cards Sales- Dubai UAE

Designation: Senior Sales Officer

Period of Service: 09/11/2014 to 28/11/2015

Job responsibilities:

To sell the company's product on the field and the offices

Ensuring implementation of the daily activity trackers

Ensuring the best sales practice as per company guidelines and requirements

Adhere to all policies with regard to KYC as set out by the credit bureau

Generating the list of prospects and following up till the closure with the sales.

Cold calls, offices visits and events

Achieving the assigned or framed sales targets.

Hyundai- Sri Jayalakshmi Automotive Pvt Ltd

Designation: Sr Sales Consultant

Period of Service: 05/09/2011 to 06/08/2014

Job Responsibilities:

Following the 9 steps sales satisfaction index

Maintaining the customer data in the GDMS

Demonstrates the vehicle to the customers and offering the test drives and assisting in finalizing their car as per the requirements

Closing the deal by finding out the decision maker, using the emotional selling or the rational selling techniques.

Negotiations are always done in Win-Win situations

Planning delivery of the car and completing the documentation work on or before time of the customer arrivals

Participating in the events, road shows and campaigns set by the HMIL

Making the delivery more exciting and focusing on the customer satisfaction and happiness

Citibank- Citibank financial services-Dubai UAE

Designation: Sales officer

Period of service: 01/06/2010 to 20/08/2011

Job Responsibilities:

Selling the credit cards and the personal loans to the eligible clients

Listing the company with the bank for bulk sign-ups

Following the guidelines of the Credit bureau UAE

Doing cold calls visiting the offices companies and industrial areas for finding the potentials customers

Ford Motors India Pvt Ltd- Fortune Ford

Designation: Sales Consultant

Period of Service: 10/12/2008 to 05/04/2010

Job Responsibilities:

Following the SOPs of the sales satisfaction 8 steps

Conducting events and doing cold callings in around the surrounding areas of the dealerships

Visiting corporate offices and fleet companies for bulk bookings

Customer oriented service provider.