

CURRICULUM VITAE

ZAFAR FASIH MALLACK



Email: -

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PERMANENT ADDRESS

ZAFAR FASIH MALLACK

J/403, Reliable Complex
Neel More Gaon,
Nallasopra (West),
Thane: 401 107.



(+0091) 9819088537

PERSONAL INFORMATION

Nationality	INDIAN
Place of birth	INDIA
Date of birth	03/07/1980
Gender	Male
Marital Status	Married
Religion	Muslim

PASSPORT DETAILS

Passport No	K-4549038
Place of Issue	MUMBAI
Date of Issue	14/06/2012
Date of Expiry	13/06/2022

How can I contribute

**By Hard Work, & Positive Attitude
By Professional Ability ,& Sincerity
By Dedication & Commitment**

Skills

Experience In : **Administration, Collections, Marketing, and Procurement.**
(UAE/IRAN/INDIA)

Total Experience : **15 years.**

Extra Certifications : **Covered Computer Programming Course from
ZAP Computer Education Mumbai.**

Computer Skills : **MS-Office, MS-Access, Visual Basic 6.0, HTML**

OBJECTIVES

- To be a dedicated, committed & creative motivator, with excellent ability to upgrade so as to apply it effectively & efficiently within span of time.
- To be a good team player with strong organizational, interpersonal & Communication skills so as to achieve organizational & personal goals by extreme hard work & dedication.
- To be a flexible, multi tasking capable employee & be an asset for the company.

Languages

LANGUAGES KNOWN	Speak	Write	Read
English	Yes	Yes	Yes
Hindi	Yes	Yes	Yes
Marathi	Yes	Yes	Yes
Arabic	Yes	No	No
Iran-(Pharsi)	Yes	No	No

Education – Details

Course	STREAM	University/College	Passing Year	Grade
B.COM	Commerce	Mumbai University	1998-2001	IIInd Class
H.S.C	Commerce	Mumbai University	1996-1998	IIInd Class
S.S.C	Commerce	Mumbai University	1996	IIInd Class

Career Highlights

- Worked as **Office Assistant** (June 1998 – January 2001) in **S.H.ENTERPRISES** Motion Picture Producers at Mumbai.
- Worked as **Collection Supervisor** (May 2001 – August 2004) for **ONLINE SERVICES** Collection Agent of Reliance Telecom and TATA Info Com at Mumbai.

PREVIOUS EMPLOYER'S

(PARENT CO. OF AL-RAMS)



BRAND PRODUCTS HANDLED

Canon



STRENGTHS

- Worked as **Business Banking Executive** (November 2004 – April 2008) For **ICICI BANK** SME Group at Mumbai.
 - Worked as **Product Officer** (March 2009 – January 2012) for **ALRAMS ELECTRONICS TRADING LLC** Distributor Agent of **CANON, PHILIPS, & TOSHIBA** for Iran at UAE.
 - Worked as **Partner** (SEPTEMBER 2012 – TILL DATE) for **Z.M.ELECTRONICS TRADING LLC** in **UAE for Asia Region**.
- Summary of Works Exposure**
- Product Officer (ALRAMS TRADING LLC Canon/Philips/Toshiba–Iran / UAE) – (March 2009 – January 2012)**
- Submission of Monthly reports to Canon, Philips, and Toshiba.
 - Daily Updating of sales Database of Canon, Philips, and Toshiba.
 - Coordinating with other departments & principle companies for proper supply & delivery of goods on time.
 - Making purchase orders - Follow up from purchase till delivery.
 - Preparing forecasting orders and submitting to principle companies.
 - Coordinating & Controlling Iran team and checking out market prices; planning sales and coordination activities with sales team.
 - Attending Meeting with Parent company, suppliers, checking out new products & competitor prices and strategies.
 - Preparing strategies for any promotional activities.
 - Checking the flow of parallel products.
 - Attending training programs arranged by principle companies.
 - Monitoring the stock levels of each product off every brand.
 - Managing the procurement supplier relationships for the company.
 - Keeping all supplier programs current and accurate.
 - Regularly contacting suppliers to renegotiate prices.
 - Resolving disputes and claims with Dealers and Suppliers.
 - Developing relationships with distributors.
 - Involved in selling off excess, damaged and inventory and stock.
 - Overseeing staff training.
- Business Banking Executive (ICICI BANK Mumbai) – (November 2004 – April 2008)**
- Achieving the sales targets, submission of daily sales & marketing activities report.

- Achieving monthly targets by direct selling, Product Presentations, Team sales & promotional offers.
- Leading team for higher sales for achieving the targets.
- Upgrading customer data base -resolving customer grievances to highest possible level.
- Ensuring proper delivery of the product & gifts related to the promotions within time.
- Monitoring and managing the performance of the sales departments and its area.
- Developing commercial relationships with key customers.
- Evaluating competitor activities, especially new products and services that they launch.
- Ensuring the achievement of monthly targets & team targets follow up by calls, mails etc.
- Ensuring Proper customer satisfaction.
- Looking for ways to create new revenue streams at every possible opportunity.
- Involved in the recruitment and training of sales staff.
- Implementing sales plans to meet agreed targets.
- Constantly looking out for new sales and business opportunities in targeted markets.

Collection Supervisor (ONLINE SERVICES Mumbai) – (May 2001 – August 2004)

- Administered past due accounts and facilitated required decisions.
- Evaluated all collection activities and modified as required.
- Developed and maintained efficient relationships with partners.
- Monitored collection activities.
- Supervised working of call center representatives for collection objectives.
- Maintained attendance records and prepared schedule for work.
- Coordinated with respective managers and designed production goals.
- Provided cross training programs to increase efficiency of collection process.
- Managed past due commercial debt and follow up with customers.
- Performed research to resolve all billing issues.
- Assisted to trace all customers to new address.

Office Assistant (S.H.ENTERPRISES Mumbai) – (June 1998 – January 2001)

- Collect, count, and disburse money, do basic bookkeeping and complete banking transactions.
- Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders and address complaints.
- Compile, copy, sort, and file records of office activities, business transactions, and other activities.
- Complete and mail bills, contracts, policies, invoices, or checks.
- Maintain and update filing, inventory, mailing, and database systems, either manually or using a computer.

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| | <ul style="list-style-type: none">➤ Review files, records, and other documents to obtain information to respond to requests.➤ Manage office operations to ensure efficiency and productivity.➤ Order stock and office supplies.➤ Answer phones, data entry, filing, all basic office administration.➤ Provide all clerical support for all office staff. |
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DECLARATION

I hereby declare that the above written particulars are true to the best of my knowledge and belief.
If I am offered an opportunity to work, I will discharge the duties entrusted to me to the best of my capacity, talents & ability and to the entire satisfaction of my superiors.

Date:

Place:

ZAFAR FASIH MALLACK