CURRICULUM VITAE

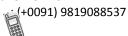
ZAFAR FASIH MALLACK



<u>Email: -</u> zaffarmallack@gmail.com

PERMANENT ADDRESS

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



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	Grade
			Year	
B.COM	Commerce	Mumbai University	1998-2001	IInd
				Class
H.S.C	H.S.C Commerce	Mumbai University	1996-1998	IInd
п.з.с	Commerce	ividilibal Offiversity	1990-1998	Class
S.S.C	Commerce	Mumbai University	1996	IInd
				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









STRENGTHS

- Empathetic
- > Flexibility
- Commitment to work
- Creative & Goal Oriented
- Leadership & Negotiation skills
- > Ethics believer & Team player
- Hardworking & Self-motivated

- 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.

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.

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