MOHD ZAKIR

Contact: +91-9045917913 | *Email*: zakirsameerk6@gmail.com | *Address*: CN-479 s/f Flat, Jasola Village, New Delhi-110025
LinkedIn: [LinkedIn Profile](#) | *GitHub*: [GitHub Profile](#)

Professional Summary

Results-oriented B.Tech in Computer Science (in progress) with a Diploma in Computer Engineering from Jamia Millia Islamia. Brings 4+ years of experience in sales, distribution, and customer service combined with expertise in software and web development. Proficient in digital marketing, project management, and client relationship management. Proven ability to exceed sales targets, streamline processes, and deliver high-quality results with a focus on operational efficiency.

Core Competencies

- Customer Service Excellence
- Sales Strategy & Target Achievement
- Digital Marketing Campaigns
- Project Planning & Execution
- Web Development (JavaScript, HTML/CSS, React.js)
- Inventory & Logistics Management
- Problem Solving & Analytical Thinking
- Team Collaboration & Leadership

Professional Experience

Customer Support Executive
Startek Pvt. Ltd. – 2024

- Exceeded quarterly sales targets by 15% through strategic cross-selling and client-focused engagement.
- Managed a client portfolio of over 100, driving policy renewals and enhancing satisfaction.
- Improved customer inquiry resolution by 20%, leading to higher service quality and faster response times.

Sales Distributor
ERD Technology Pvt. Ltd. – 2020 – 2023

- Conducted market analysis to optimize inventory, resulting in a 20% increase in sales.
- Streamlined logistics processes, reducing delivery times by 10%.
- Built strong vendor relationships, ensuring an efficient and consistent supply chain.

Sales Distributor
XM Shopee Pvt. Ltd. – 2019 – 2020

- Managed regional product distribution, maintaining a 95% on-time delivery rate.
- Oversaw logistics for retail outlets, ensuring efficient product availability.
- Strengthened client partnerships, contributing to a 15% increase in repeat business.

Education

Bachelor of Technology (B.Tech) in Computer Science
Babu Banarsi Das Institute of Technology, Ghaziabad – *Expected 2026*

Diploma in Computer Engineering
Jamia Millia Islamia, Delhi – 2023 (78%)

12th Grade
UP Board – 2018 (56%)

10th Grade
UP Board – 2016 (63%)

Technical Skills

- **Programming Languages**: C, C++, JavaScript, HTML/CSS
- **Frameworks & Libraries**: React.js, Bootstrap
- **CMS**: WordPress
- **Tools**: MS Excel, MS Word, MS PowerPoint, MIS, GitHub

Key Projects

Study-Abroad Consultancy Website

- Spearheaded CRM integration and deployment planning, ensuring smooth system transitions.
- Defined system requirements and managed project timelines for efficient delivery.

Portfolio Website

- Developed a responsive portfolio website using React.js and modern web frameworks.
- Collaborated with cross-functional teams to implement new features and optimize user experience.

Fixx-Buddy Website

- Contributed to building a web platform connecting customers with professional service providers for household and commercial tasks.
- Collaborated with a team to ensure seamless user interface and smooth customer experience.
- Integrated features like service booking, user reviews, and provider profiles, enhancing usability.

Additional Information

- **Soft Skills**: Strong communication, client-focused approach, and proactive problem-solving abilities.

Personal Details

- **Father's Name**: Nisar Ahmad
- **Date of Birth**: 05 June 1999
- **Gender**: Male
- **Languages**: Hindi / English
- **Nationality**: Indian

Declaration

I hereby declare that all the details furnished by me are true to the best of my knowledge and vouch for my authenticity.

Date: 15 December 2024
Place: Delhi   **(Mohd Zakir)**