

ASHAR ALAM

(Sales Manager (5+ Years of Maintaining solid customer relationships by handling questions and concerns with speed and professionalism.)

Post Applied: "Sales Manager"



PROFILE OVERVIEW

- **Master of Business Administration (MBA) (Major in Marketing) (Minor in HR)** from **Marwari Collage, Ranchi University Jharkhand, India.**
- Certified in **NSE Certified Capital Market Professional.**
From **XAVIER INSTITUTE OF SOCIAL SERVICE (XISS).** During the Academic Year 2012-13.
- Having **5+ Years of GCC** experience as a **Sales Support Specialist.**
- **Task Oriented** and **Quick Learner.**
- **Visa Status:** **Visit Visa.**
- **Visa Validity:** **30th March 2022.**
- **Available Immediately for Joining.**



CONTACT:

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E-mail: ashar30@gmail.com

Location: Clock Tower, Deira, Dubai,

LinkedIn: [linkedin.com/in/ashar-alam-a24bbb6](https://www.linkedin.com/in/ashar-alam-a24bbb6)

Nationality: Indian



SKILLS:

Microsoft Word	●	●	●	●	●
Microsoft Office	●	●	●	●	●
Microsoft Excel	●	●	●	●	●
Microsoft Outlook	●	●	●	●	●
Analytical	●	●	●	●	●
Leadership	●	●	●	●	●

OBJECTIVE

Seeking a career opportunity with a progressive growth-oriented organization to explore new circumstances where I can utilize my knowledge, skills and experience for the mutual benefit of the organization and myself.



DESIGNATION:

SALES Manager



PROFESSIONAL EXPERIENCE

EZ Order Office Supplies Co. Ltd. (Riyadh Saudi Arabia)

Tenure: Oct 2015 – Oct 2020



EDUCATION

Degree	Grade	Year	Institute
MBA	71%	2014	RANCHI UNIVERSITY



JOB RESPONSIBILITIES:

- Build Sustainable relationships and trust with customer accounts through open and interactive communication.
- Managing incoming calls and customer Inquiries.
- Identify and assess customer needs to achieve satisfaction.
- Stay up to date with new products and feature launches and ensure sales team in on Board.
- Keep Records of customer Interactions, process customer accounts and file documents.
- Developing and monitoring performance indicators.
- Take extra miles to engage customers.
- Customer orientation and ability to adapt/respond to different types of characters.
- Abilities to multi- task, prioritize, and manage time effectively.
- Follow communication procedures, guidelines and policies.
- Answering questions about a company's products or services.
- Resolving product/service issues, troubleshooting problems, and providing ongoing technical assistance to customers are the typical duties of [help desk support teams](#).
- Processing orders and transactions.

Social Media	●●●●●
English Writing	●●●●●
English Speaking	●●●●●
Communication	●●●●●
Problem Solving	●●●●●

PERSONAL DETAILS:

- **Nationality:** India
- **Date of Birth:** 10/5/1991(31-Yers)
- **Languages:** English,Hindi,Urdu.
- **Passport No:** L1966340
- **Date of Issue:** 06/09/2013
- **Date of Expiry:** 05/09/2023
- **Place of Issue:** Ranchi,
Jharkhand, India.
- **Driving License: No-(2396427516)**
(GCC Saudi Arabia).

PROFESSIONAL CERTIFICATIONS:

- Certified in DCA & DTP from
ESS EMM COMPUTER Institute
Ranchi Jharkhand, India.

TRAININGS:

- Diploma in Computer
application from ESS EMM Training
Institute, Ranchi Jharkhand, India.

REFERENCES:

Will be furnished on demand

- Collecting and analyzing customer feedback.
- Responding to customer reviews.
- Developing and documenting knowledge into helpful content.

CORE COMPRNTENCIES:

Customer Service

Sales Support

Relationship Building

Adaptability

Negotiating Skills

Team Management

Solutions - Oriented

STRENGTH:

- Ability to learn new concepts and to assimilate new technology quickly.
- Good Communication skills and presentation skills.
- Positive attitude.
- Confident personality.
- Adaptable in nature.
- Good team player & Learner.

SOFTWARE:

- Worked @ Dolphin Software in EZOrder.

DECLARATION:

- I certify that the information stated above is correct to the best of my knowledge and belief.