

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 <u>5+ Years of GCC</u> 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:

Phone Number: +971 588606077

▼ E-mail: ashar30@gmail.com

Location: Clock Tower, Deira, Dubai,

Linkedin: linkedin.com/in/ashar-alam-a24bbbb6

Nationality: Indian

₹¥ SKILLS•

JKILLS.	
Microsoft Word	••••
Microsoft Office	$\bullet \bullet \bullet \bullet \bullet$
Microsoft Excel	\bullet
Microsoft Outlook	$\bullet \bullet \bullet \bullet \bullet$
Analytical	\bullet
Leadership	••••

ASHAR ALAM

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

Post Applied: "Sales Manager"

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





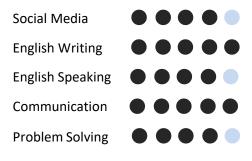
EDUCATION

<u>Degree</u>	<u>Grade</u>	<u>Year</u>	<u>Institute</u>
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.





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 <u>DCA & DTP</u> from <u>ESS EMM COMPUTER Institute</u> Ranchi Jharkhand, India.

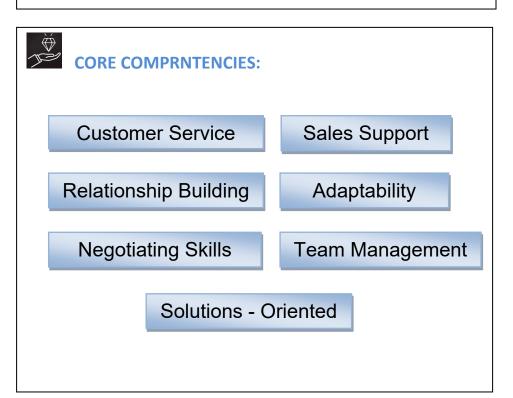


<u>Diploma in Computer</u>
 <u>application from ESS EMM Training</u>
 <u>Institute</u>, <u>Ranchi Jharkhand</u>, <u>India</u>.



Will be furnished on demand

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





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.