

Shariq Qamar

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SUMMARY

I desire to become a part of an organization where I could realize my potential to the fullest ensuring mutual value addition in the process as I see myself as a confident, hardworking and ambitious person. I can enhance my skills and strengths in conjunction with the organization's goals and objectives.

Previous Employment

Etisalat Regional Distributor (Fathima Group) | Oct 2017 - Aug 2019

Office Administrator

Job Responsibilities:

- Managing OTAR registrations and transactions.
- Preparing and maintaining various MIS reports like tracker sheet, daily and weekly dashboards.
- Sim card tracking and update with activation report.
- Entries in e-CSR System & SAP related to the purchase, daily sales and tally the stock. (OTAR, Sim cards, and VoIP cards)
- Handling daily offer transactions and updating (MR & Labor Camp)
- Managing company vehicles and maintaining vehicle log
- Organizing the meetings and presenting the reports with statistical data, as assigned.
- Coordinate with various departments of the company.
- Providing administration support to sales representatives and senior management.
- Manage phone calls and correspondence such as e-mail, letters, packages etc.
- Update E2E device tracker and complaint registration.
- Support budgeting and bookkeeping procedures.
- Anticipate the needs of others in order to ensure their seamless and positive experience.

Etisalat Regional Distributor (Fathima Group) | Jan 2015 to Aug 2017

Store in Charge

Job Responsibilities:

- Responsible for assigned sales targets (monthly, quarterly and annually).
- Leverage strong multitasking skills to manage customer service, data entry, invoicing, inventory control, merchandising and returns processing.
- Respond to customer inquiries in person and over the phone; liaise with cross-functional teams in support of customer needs.
- Operating Internet, updating all records and documents (Hard copy as well as Soft copy), purchasing and maintaining stocks, Data Entry, updating accounts, Compiling MIS reports, networking with different stake holders and organization.
- Follow up for payment.
- Develop new sample for client.
- Maintain good relation with client.

Etisalat Regional Distributor (Fathima Group) | Jan 2010- to Dec 2014

Call Center Executive

Job Responsibilities:

- Answer calls and respond to emails.
- Handle customer inquiries both over the phone and by email.
- Manage and resolve customer complaints.
- Provide customers with product and service information.
- Enter new customer information into system.
- Update existing customer information.
- Process orders, forms and applications.
- Identify and escalate priority issues.
- Route calls to appropriate resource.
- Follow up customer calls where necessary.
- Document all call information according to standard operating procedures.
- Complete call logs.
- Produce call reports.

PROFESSIONAL QUALIFICATION

- B.A (Bachelor of Arts)
V.B.S. Purvanchal University Jaunpur (2008)

CERTIFICATION

- Digital Marketing
NDMIT (2022)

SOFT SKILLS

- Team Player.
- Committed and Dedicated.
- Willing to take responsibilities and accept challenges.
- Target driven and self-motivated.
- Ability to work in Diverse Environment.
- Excellent interpersonal and leadership skills.

COMPUTER

- MS Office (Word, Excel, PowerPoint & Outlook)
- Tally
- QuickBooks
- ERP (Oracle)
- Hardware & Software Troubleshooting (Intermediate Level)

LANGUAGES KNOWN

- Can fluently speak, read and write English, Hindi and Urdu

PERSONAL INFORMATION

Father's Name : Qamruddin
Date of Birth : 1st October 1987
Marital Status : Married
Nationality : Indian
Passport No. : Z5870548

Declaration

I hereby declare that all the information furnished above is true to best of my knowledge and belief.

Place:

Date