

ZIAUL MUSTAFA SHAH

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Near Do Taki, Mumbai Central (East)
Mumbai 400008



OBJECTIVE

I look forward to restart a career in digital marketing wherein I could best use my logical and analytical ability, team skills and perseverance to explore professional space and reinforce my learning and practical experiences. I hope for it to be learning process thereby adding value to the organization while upholding my regards for human values.

EXPERIENCE

15th
October
2017 - 8th
October
2019

Imaginon Tech Venture Pvt. Ltd.

Team Leader

Responsibilities:

- Develop a strategy the team will use to reach its goal.
- Provide any training that team members need.
- Communicate clear instructions to team members.
- Listen to team members' feedback.
- Monitor team members' participation to ensure the training they are being provided is being put into use, and also to see if any additional training is needed.
- Manage the flow of day-to-day operations.
- Create reports to update senior managers about the team's progress.

28th April
2014 - 12th
October
2017

Sitel India Pvt. Ltd.

Senior Customer Service Professional

Responsibilities:

- Maintain client's loyalty program knowledge base expertise.
- Answer customer questions through emails.
- Enter data to process sales and upsell when appropriate.
- Assist management in training and developing customer service representatives.
- Keep track of customer conversations.
- Handling customer's general and loyalty program queries.
- Handling escalations of customer and providing appropriate solutions.
- Booking reservations and amendments of existing reservations of guests / customers.

1st April
2012 - 31st
March 2013

FAAB Industries

Sales Engineer

Responsibilities:

- Hard core field sales work in building dealer network in Mumbai, Navi Mumbai and Thane region. Prepare and deliver technical presentations explaining products to customers and prospective customers.
- Confer with customers and engineers to assess equipment needs and to determine system requirements.
- Plan and modify products to meet customer needs.
- Making new clients through cold calling and personal visit.
- Preparation of quotation and tax invoice.
- Follow up with customers.
- Preparing Bill of Material.

1st May
2010 - 28th
February
2012

Wipro BPO

Senior Executive

Responsibilities:

- Builds and maintain business relationship with clients by providing prompt and accurate service so as to promote customer loyalty.
- Mentor junior team members and provide training on best practices.
- Assigning work-orders of ATMs, to NCR Customer Engineers in U. S.
- Handling escalations from Customer Engineers and NCR Clientele.
- Redirecting assigned task of Customer Engineers, as per product skill set and geographical database and availability.

7th January
2006 - 10th
April 2010

Standard Technical Training Center

Front Office Executive

Responsibilities:

- Responsible for handling front office reception and administration duties, including greeting students,
- Answering phones, handling institute inquiries, and sorting and distributing emails and physical mails.
- Handling students' queries.
- Follow up with students.
- Occasional support staff for the training sessions for the institute.
- General administration,
- Co-ordination with institute faculty.

EDUCATION

2004

Shah & Anchor Kutchhi Polytechnic

Diploma in Chemical Technology

69.7

1999

Mumbai Board

SSC

60.26

SKILLS

- Administration
- Upsell
- Project Management
- Customer Service / After Sales