

# ALTAMASH IQBALSHAIKH

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## Sales & Marketing Professional

An Associate with 10 years plus experience in Sales and Business Development. Now looking to make a career transition in Customer Success/ Project Management. Confident that this career transition will help to live full potential. High believer and experienced to say; most of the skills learned in sales will be effective & add value in transitioning to customer success/Project Management Role.



Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results. Customer Service Representative bringing top-notch skills in oral and written communication, active listening, and analytical problem-solving skills.

Enhances customer experiences by employing service-oriented behaviour's, understanding customer desires, and providing customized solutions to build loyalty.

## Profile Summary

I have extensive experience in managing several accounts, boosting sales and revenue, client onboarding processes, and ensuring that customers are satisfied with our products and services. I have developed strong communication and interpersonal skills that allow me to build rapport with customers and resolve any issues they may be having. I am also experienced in developing strategies to increase customer retention and loyalty.

## Work History:

### Elite Elevators (ThyssenKrupp), Business Development Manager

Jan 2024 Present

#### Responsibilities:

- Meeting prospect and understanding need.
- Client acquisition through cold callings etc.
- Product presentation, Consultative selling, Negotiation and Account management.

### NobrokerHood, Delhi - Sr Financial Deployment

Mar'2022 To March 2023

#### Responsibilities:

- In operations the core is to solve the client's queries and give timely service
- Used coordination and planning skills to achieve results according to schedule.
- Worked flexible hours across night, weekend and holiday shifts.
- Maintained energy and enthusiasm in fast-paced environment.
- Helped team members maintain business professionalism by coaching each on methods for delivering exceptional service to every customer.
- Visiting Society and convincing the committee members for optimization of the product.

- Meeting each RWA (Resident Welfare Association) to use the application for various benefits like civic works, payments of bills (Maintenance, Parking, water charges etc.)
- Meeting the member of RWA for reviving the site and on boarding on Nobrokerhood by offering services and other marketing activities.
- Explaining the benefits of Application like its gives full fledged accounting service like maintenance of society account, Staff salary, vendor management.
- Organizing "Door to Door" Activity after the Maintenance bill is posted to the residents.
- In Door to Door activity visited personally to every door and give explanations on how to make payment through NobrokerHood Application.
- To visit the site with KAM for bill posting and other queries etc

### **Spinny (Value drive technologies Pvt Ltd) Mumbai - Assistant Customer Relationship Manager**

July'20 To Mar'22

#### **Responsibilities:**

- Improved operations through consistent hard work and dedication.
- Developed and implemented performance improvement strategies and plans to promote continuous improvement.
- Promoted new and used vehicle sales to exceed dealership volume, gross profit and customer expectations.
- Started with pilot project (Spinny Max), where i used to handle premium car sales.
- Done cold visits to generate the fresh leads to enhance the company's sale.
- Maintaining daily reports of prospect customer and follow up with them.
- During work arranged the (BTL) activities events like, society, malls, Banks.

### **Mercedes Benz (Landmark Cars), Mumbai – Sr. Sales Consultant**

Sep'18 To Jan'20

#### **Responsibilities:**

- Utilized extensive communication and interpersonal skills to reach out to prospective leads through cold calling.
- Applied consultative sales approach and followed strategic marketing initiatives to develop new business.
- Created sales presentations to highlight product benefits and enhanced bottom-line profits.
- Visiting client for test drive and explaining product with complete demonstration.
- Once sales is achieved then explaining the Finance, Insurance etc.
- Doing cold visit to generate more inquiry for the product
- Also done corporate sales.

### **Audi South Mumbai – Product Consultant**

May'17 To Aug'18

#### **Responsibilities:**

- Demonstrated products to help customers try out offerings before making purchases.
- Assisted customers with product needs and introduced new store offerings.
- Attended trainings and workshops to learn about new products and then shared this information with customers.
- Compiled and analysed customer data and reports to prepare for on-site engagements.

### **Concorde (Tata Motors) Prabhadevi, Mumbai – Sr Customer Advisor**

Oct'14 To May'17

#### **Responsibilities:**

- Worked with customers to understand needs and provide excellent service.
- Delivered services to customer locations within specific timeframes.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Actively listened to customers' requests, confirming full understanding before addressing concerns.
- Participated in team-building activities to enhance working relationships.
- Was part of new product launch "Tata Bolt"
- Also Won and Qualified for the trip to THAILAND from company by achieving 9 BOLT cars retail in 45 days. Was the one among 22 sales person.

### **Mahindra & Mahindra (Infinity Auto links Pvt Ltd) Mumbai – Experienced Executive**

Feb'13 To Aug'14

#### **Responsibilities:**

- Increased customer satisfaction by resolving issues.
- Identified issues, analysed information and provided solutions to problems.
- Offered friendly and efficient service to customers, handled challenging situations with ease.
- Collaborated with team members to achieve target results.
- Did 7 retails of XUV 500 in one month topped in dealership.
- Handled HNI clients by arranging test drive and giving explanations on finance, Insurance, accessories.
- During work arranged the (BTL) activities events like, society, malls, Banks.

### **Barclaycard, Mumbai - Sr Customer Service Executive**

March'12 To Jan'13

#### **Responsibilities:**

- Attending inbound calls from UK for customer
- Responded to customer inquiries and queries to provide thorough and speedy resolutions.
- Informed customers of sales promotions and services, warranties or terms of sale and refunds or exchanges.
- Upselling of product simultaneously while taking service calls.
- To sell product Like balance transfer, setting up direct debits, Convincing to update email and mobile numbers etc

#### **Skills:**

- Excellent sales skills, Interpersonal Skills
- Problem solving, Building strong relationship with client, Marketing, Customer service.
- Analytical Skills, Root cause Analysis, Direct Sales.

#### **Education**

- Bachelor of Mass Media – Mumbai University – GPA 65
- HSC – Maharashtra Board - GPA: 58
- SSC – Maharashtra Board – GPA: 63:50

#### **Computer Knowledge**

- MS Office

**Languages Known:** Hindi English Marathi Urdu