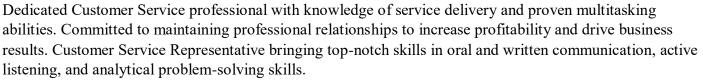
ALTAMASH IQBALSHAIKH

Mail: Shaikhaltamash1989@gmail.com, Mob: 9819955727 Add: Worli Lotus, Mumbai

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.



Enhances customer experiences by employing service-oriented behaviour's, understanding customer desires, ad 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 fledge 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 toped 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