

MOHAMMAD MUBARIS



CUSTOMER SUPPORT (CRM) CUM
SALES ASSOCIATE

(PROMOTION & CUSTOMER HANDLING)

CONTACTS



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WEBSITES & SOCIAL LINKS

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EDUCATION



B.COM (BACHELOR OF COMMERCE)

MANGALORE UNIVERSITY,
MANGALORE, KARNATAKA, INDIA
2019

LANGUAGES

ENGLISH

HINDI

KANNADA

MALAYALAM

TAMIL

ABOUT ME

2 Years of experience as overall Customer relationship management (CRM) and Sales associate. Excellent knowledge as customer relation management & Sales associate. Looking for the better opportunity as Sales associate & Customer relation management position to develop more innovative ideas in my areas of work and dedicating myself for growth of organization. Seeking a competitive and challenging environment where I can serve your organization and establish a career for myself.

WORK EXPERIENCE

CUSTOMER RELATIONSHIP MANAGEMENT (CRM)
(CUSTOMER HANDLING THROUGH SOFTWARE)
APRIL 2022 - **CURRENTLY WORKING**
BRIGHT TECHNOLOGIES, EMIRATES TOWERS
DUBAI.

SALES ASSOCIATE
(PROMOTER)
SEP 2020 - SEP 2021
COGENT COMMUNICATION PVT
LTD, MANGALORE

AUDIT EXECUTIVE
(INTERNSHIP)
JULY 2019 - JAN 2020
SAHAL ASSOCIATES
MANGALORE

SALES ASSOCIATE SKILLS

- Proficiency in English
- Rapport building
- Analytical and problem solving skills
- Entrepreneurial spirit
- Basic math skills
- Resilience-communicating with conviction
- Availability to work flexible shifts
- Time management

PERSONAL DETAILS

Date of birth
25 Sep
1997

Nationality
Indian

Visa status
Visit Visa

Marital status
Single

SKILLS

Cost controls

Time management skills

Communications

Financial records and processing

Relationship development

Calm under pressure

Effective problem-solving skills

Quick learner

Advanced Excel modeling

Analytical skills

DRIVING LICENSE

DRIVING LICENSE CATEGORY
INDIANLight Vehicle License

Sales associate Roles & Responsibilities

- Ensure high levels of customer satisfaction through excellent sales service.
- Services existing accounts, obtains orders ,and establishes new accounts by planning and organizing daily work schedule to call on existing or potential sales outlets and other trade factors.
- Welcoming customers to the store and answering their queries.
- Maintain in-stock and presentable condition assigned areas.
- Follow and achieve department's sales goals on a monthly, quarterly and yearly basis.
- Build productive trust relationships with customers.
- Suggest ways to improve sales (e.g. planning marketing activities, changing the store design)
- Comply with inventory control procedures.

C R M Roles & Responsibilities

- Build custom sets for special use cases
- Build and maintain workflows for individual users or teams
- Set up and monitor information flow within CRM and with other business-critical systems
- Train users on data cleanliness, internal processes, and new features
- Monitor and provide strategy for performance improvement with logged calls, performance metrics, revenue metrics
- Access data for goal setting analytics, team meetings, and reporting to executives
- Track customer interactions
- Set tasks and reminders for follow-up with contacts
- Manage support contacts for individual accounts
- Identify power users or high-value customers for special deals
- Export data into business intelligence software for greater analysis when combined with other financials or supply chain metrics

IT SKILLS

- Well versed with ERP.
- Knowledge in accounting packages – Tally ERP 9.
- Well versed with MS office applications - Exel , Word , and Power point.

OTHER CREDENTIALS

- Sales training.
- Leadership through quality.
- Positive thinker
- Confidence
- Strategic planning

DECLARATION

I HERE BY DECLARE THAT THE FACTS GIVEN ABOVE ARE GENUINE TO THE BEST OF MY KNOWLEDGE AND BELIEF.