

Alima Afthaz

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PROFESSIONAL SUMMARY

Ambitious and detail-oriented professional with a Bachelor's degree in Aviation Management and comprehensive experience in sales, marketing, and operations. Proven track record of delivering exceptional results in roles across industries, including aviation, digital marketing, and healthcare. Adept at managing complex logistics, optimizing inventory systems, and fostering strong customer relationships. A multilingual communicator with excellent leadership, creative problem-solving, and organizational skills. Focused on driving growth through innovative strategies and building strong, lasting partnerships.

EDUCATION

BBA in Aviation Management , SSMRV College, Bangalore, India	2023
Pre-University , St. Aloysius College, Mangalore, India	2020
High School , Infant Jesus Joyland School, Mangalore, India	2018

PROFESSIONAL EXPERIENCE

Sales Manager

Astro Engineering & Formwork Systems | Bangalore, India

- Lead the sales team to achieve monthly targets, enhancing customer acquisition and retention strategies.
- Analyzed market trends to develop innovative solutions for client needs, resulting in a 20% increase in revenue and client satisfaction.

Care Coordinator Manager

Pristyn Care | Gurgaon, India

- Successfully managed patient coordination and care delivery, optimizing processes for improved service quality.
- Recognized as Vanguard of the Month for consistently surpassing sales and service targets by 25% through excellent communication and follow-up systems.

Sales & Marketing Executive

Novo Digital Marketing Agency | Bangalore, India

- Spearheaded marketing campaigns across digital platforms, increasing brand visibility and customer engagement.
- Developed and executed data-driven sales strategies, leading to a 15% increase in client acquisition and a stronger market presence.

PROJECTS

- IndiGo Airline Operations** – In-depth report on operational efficiency.
- Analyzed operational challenges and proposed solutions to improve overall performance and customer satisfaction.
- SpiceJet Airline CSR & Operations** – Comprehensive study on corporate social responsibility practices.
- Investigated the impact of CSR activities on brand image and customer loyalty, presenting actionable insights.
- Customer Awareness Study on IndiGo Services** – Research project analyzing customer perceptions in Mangalore.
- Conducted surveys to gauge customer satisfaction, providing recommendations for service improvements.

SKILLS

- Logistics & Inventory Management – Optimized inventory systems to reduce operational costs and improve efficiency.
- Sales & Marketing Strategy – Developed innovative strategies to boost customer acquisition and brand visibility, achieving measurable results.
- Leadership & Team Management – Demonstrated ability to lead teams towards shared goals, fostering a collaborative and high-performance culture.
- Process Development & Optimization – Streamlined operational processes for better productivity and cost management.
- Communication & Interpersonal Skills – Skilled in building strong relationships with clients, peers, and stakeholders, enhancing business outcomes.
- Creativity & Problem-Solving – Applied creative approaches to problem-solving, leading to improved project outcomes and customer satisfaction.
- Cultural Sensitivity & Adaptability – Experienced in working with diverse teams, enhancing workplace harmony and efficiency.
- Customer Orientation – Prioritized customer needs to create personalized service experiences, improving client loyalty and retention.
- Analytical & Decision-Making Skills – Leveraged data analysis for strategic decision-making, driving business growth.

LEADERSHIP & VOLUNTEER EXPERIENCE

Professional Development Director & Sergeant at Arms

Rotaract Club, District 3191 | Bangalore, India

- Organized and led professional development workshops, contributing to the skill development of members.
- Facilitated cross-functional events, building stronger community relations and professional growth opportunities for members.

Social Service Member

The Perfect Raaga NGO | Bangalore, India

- Actively engaged in community service, contributing to impactful social initiatives.
- Collaborated with various stakeholders to implement programs that addressed key societal issues.

CERTIFICATIONS & AWARDS

- **Vanguard of the Month** – Pristyn Care
- Recognized for achieving the highest sales target in the company by implementing effective customer engagement strategies.
- **Basic Life Support (CPR) & First Aid** – Provider Course
- Completed certified training in first aid and CPR, enhancing emergency preparedness and safety skills.
- Professional Grooming Course
- Acquired advanced grooming and presentation skills, boosting confidence in professional environments.
- **British Council Aptis** – Speaking & Grammar
- Certified in advanced speaking and grammar proficiency, demonstrating excellent communication abilities.
- **Dangerous Goods Regulations Training** – CAT (Passenger Handling Staff), Approved by DGCA and IATA
- Certified in handling dangerous goods, ensuring compliance with industry safety regulations.

LANGUAGES

English, Hindi, Kannada, Turkish (Intermediate), Malayalam

INTERESTS

Dancing, Traveling, Singing, Reading Books, Collecting Articles, Adventurous Activities

DECLARATION

I hereby declare that the information provided above is true and correct to the best of my knowledge.

Alima Afthaz

United Arab Emirates