



Rizwan Alam

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Al Karama, Dubai, United Arab Emirates

Nationality
Indian

Profile

Experienced and driven Sales Representative with a proven track record of exceeding goals and increasing sales volume and company presence. Results driven individual with a niche for increasing revenue streams and developing long lasting and effective client relationships. Bringing forth the ability to develop and implement winning business plans that lead to increased sales. Adept in leading sales training workshops, and managing teams to achieve company goals.

Education

**Hotel Management, Chandigarh University,
Chandigarh India**

07/2017–07/2020

Employment History

**Assistant Team Lead at PACT Employment
Services (Derby), Dubai**

01/2025–Present

- Improved team morale and motivation through positive reinforcement and team-building activities

Identified and addressed impediments to team progress and success,

Oversee the day-to-day activities of the team to ensure smooth operations

Assign and delegate tasks based on team members' strengths and workload.

Monitor individual and team performance, offering guidance, support, and feedback as needed.

Track team progress against key metrics and ensure timely delivery of projects and tasks.

Help onboard new team members and ensure proper integration into the team Provide regular reports on team performance, project updates, and any issues to upper

Skills

Decision Making
Problem Solving
Ability to Multitask
Computer Skills
Effective Time Management
Communication Skills
Customer Service
Adaptability
Leadership
Microsoft Office
Communication
Complex Problem Solving
Ability to Work in a Team
Time Management Skills
Good Communication

Languages

English Highly proficient
Hindi Native speaker

Hobbies

Music
Traveling

Sales Officer at PACT Employment Services (Derby), Dubai

10/2023–12/2024

- Engage with prospective customers to understand their financial needs and offer suitable credit card products. .
- Help customers complete the application process, ensuring they understand the terms and benefits.
- Utilized sales techniques and strategies to build customer relationships and close sales,
- Meet or exceed monthly and quarterly sales goals for credit card sign-ups.
- Provide clear explanations about credit card terms, fees, and payment due dates to help customers make informed decisions.
- Provide post-sale support by assisting with any inquiries related to card activation, payments, or usage

Business Development Associate at Byju's Learning , Delhi,India

08/2021–07/2023

- India's top 1 education platform Worked with Managers to develop and execute sales plans.
- Ensure proper implementation of planned procedures and protocols.
- Met targets on a daily and weekly basis and generated/maintained revenue/DRPS as per the company's requirement.
- Excellent in following cold calls procedures and post sales customer service.
- Deal with customer feedback, enquiries, complaints and refunds.