



# Ajmal BY

MBA Graduate

I am willing to take on any task given and have the ability to work in a busy environment efficiently. As well as being able to use my own initiative, I also enjoy working as part of a team. A personable individual who has strong eye for detail whilst always looking to improve my knowledge and develop skills sets. A well organised, driven and enthusiastic person who is determined to succeed.



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Dubai, United Arab Emirates



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## SKILLS

Microsoft office

Interpersonal skills

Communication skills

Leadership

Problem Solving

Negotiation

CRM

## LANGUAGES

English

Full Professional Proficiency

Malayalam

Native or Bilingual Proficiency

Hindi

Full Professional Proficiency

Urdu

Full Professional Proficiency

Kannada

Limited Working Proficiency

## INTERESTS

Volunteering

Reading

Travel

Learning Languages

Sports

Research

## EDUCATION

### MBA - Marketing & HR

PA College of Engineering

10/2019 - 07/2021

### Bachelor of Business Management

Shree Devi College (S.D.C)

06/2015 - 05/2018

## WORK EXPERIENCE

### Customer Relationship Manager

MAK Lubricants - BPCL

09/2021 - 08/2023

Achievements/Tasks

- Understanding key customer individual needs and addressing these.
- Building and maintaining profitable relationships with key customers.
- Knowing your competition and strategizing accordingly.
- Expanding the customer base by upselling and cross-selling.

### Customer Service Advisor

Paradise Burkha House

01/2017 - 12/2019

(Part Time)

Achievements/Tasks

- Handle customer enquiries, answering any questions and queries in person, over the phone, or online.
- Provide support and comprehensive product / service information to customers.
- Identify opportunities to enhance customer experience and turn dissatisfied customers into happy customers.

## CERTIFICATES

Certificate in Office Automation (01/2019 - 05/2019)

Successful Negotiation: Essential Strategies and Skills (Coursera) (09/2022)

Business Analysis & Process Management (Coursera) (09/2023)

Leading Teams: Developing as a Leader (Coursera) (05/2023)

## ACADEMIC PROJECTS

### A Study on Customer Perception towards Aiwa Silks Kasaragod (02/2021 - 03/2021)

I have done a project on CUSTOMER PERCEPTION in AIWA SILKS KASARAGOD. Here, I learned about the customer perception on Aiwa silks and learned that most of the customers are happy with the product quality and service they provide.

### A Study on Work Culture of Tata Consultancy Services (01/2019 - 02/2019)

I have done an organizational study on WORK CULTURE OF TATA CONSULTANCY SERVICES. In this study, I got a deep understanding about the functioning and analysed the financial position of the company using various techniques of financial statement.