



Md. Faiz Akram

Nationality: Indian **Date of birth:** 15/02/1996 **Gender:** Male

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ABOUT ME

Hello, I'm Md. Faiz Akram, a Marketing specialist with 3 years of experience in sales. I am a results-driven individual who enjoys taking on new challenges and finding creative solutions to complex problems.

Throughout my career, I had the opportunity to work with a diverse range of clients and industries. I am passionate about learning new things and start working on it, and I enjoy using my skills and knowledge to make a positive impact in both my professional and personal life.

I believe that success is achieved through hard work, dedication, and a commitment to continuous learning and improvement. I am always eager to learn and grow, and I strive to stay up-to-date with the latest trends and developments in my field.

WORK EXPERIENCE

Sales Representative

Tata Teleservices Limited [20/03/2018 – 01/03/2020]

City: Bangalore

Country: India

1. Identifying and targeting potential customers and generating new leads through cold-calling, networking, and referrals.
2. Developing and maintaining strong relationships with existing customers to ensure high levels of customer satisfaction and retention.
3. Conducting sales presentations and product demonstrations to potential customers to promote the company's products and services.
4. Meeting or exceeding monthly and quarterly sales targets through effective negotiation and closing of deals.
5. Keeping up-to-date with industry trends, competitor activities, and new product developments to provide timely and accurate feedback to your manager.
6. Collaborating with other departments such as marketing, customer service, and technical support to ensure smooth customer onboarding and support.
7. Maintaining accurate and detailed records of sales activities, customer interactions, and other relevant information in a timely manner.
8. Participating in team meetings and contributing to the development of sales strategies and tactics.
9. Attending sales training sessions to improve sales skills and knowledge.

Sales Representative

Idea [10/01/2017 – 13/02/2018]

City: Mumbai

Country: India

1. Generating new leads through cold-calling, referrals, and networking.
2. Conducting persuasive sales presentations and product demonstrations to potential customers.
3. Closing deals by negotiating terms and pricing that meet customer needs and maximize company revenue.

4. Achieving and exceeding sales targets within a given timeframe.
5. Building and maintaining strong relationships with customers, ensuring high levels of customer satisfaction and retention.
6. Providing timely and accurate feedback on market trends, customer needs, and competitor activities to your manager.
7. Keeping up-to-date with industry trends, technological advancements, and product developments in the telecommunications industry.
8. Collaborating with other departments such as marketing, customer service, and technical support to ensure smooth customer onboarding and support.
9. Maintaining accurate and detailed records of sales activities, customer interactions, and other relevant information.

Marketing Specialist

Telzone Solution L.L.C (Etisalat) [26/07/2022 – 23/01/2023]

City: Abu Dhabi

Country: United Arab Emirates

1. Developing and executing marketing campaigns to promote Etisalat Broadband's products and services to target audiences.
2. Conducting market research to identify customer needs, preferences, and trends, and using the insights to develop effective marketing strategies.
3. Collaborating with cross-functional teams such as product development, sales, and customer service to ensure a cohesive marketing strategy and seamless customer experience.
4. Creating and managing content for various marketing channels including email, social media, website, and advertising campaigns.
5. Measuring and analyzing the effectiveness of marketing campaigns and initiatives, and making data-driven recommendations for improvements.
6. Managing the marketing budget, ensuring campaigns are cost-effective.
7. Staying up-to-date with the latest trends, technologies, and best practices in marketing, and sharing knowledge and insights with the team.
8. Planning and executing events and sponsorships that align with Etisalat Broadband's brand and marketing objectives.
9. Contributing to the development of marketing plans and strategies that align with Etisalat Broadband's business goals.

Tele Maintenance Specialist

Light House Tech [24/04/2023 – Current]

City: Munger

Country: India

- Diagnosing and resolving technical issues remotely by analyzing error logs, conducting remote tests, and providing step-by-step instructions to users or on-site technicians.
- Providing remote assistance and guidance to end-users, addressing their technical concerns, answering queries, and offering solutions via various communication channels such as phone, email, or chat.
- Maintaining accurate and up-to-date documentation of all remote maintenance activities, including problem descriptions, troubleshooting steps, resolutions, and system configurations. Generating reports and sharing insights with relevant stakeholders.
- Ensuring compliance with security protocols and standards during remote maintenance activities, protecting sensitive data, and taking necessary precautions to prevent unauthorized access or breaches.

EDUCATION AND TRAINING

Matriculation (10th)

ST. Joseph's School [11/02/2010 – 10/06/2011]

Address: Nawada, Nawada (India)

Intermediate (12th)

Sita Ram Sahu College [07/07/2011 – 16/05/2013]

Address: Nawada, Nawada (India)

Bachelor's of Science

Magadh University [07/06/2013 – 20/06/2016]

Address: Bodh Gaya, Bodh Gaya (India)

Diploma in Civil Draughtsman Ship

Jamshedpur CAD Center [01/06/2016 – 13/05/2017]

Address: Jamshedpur, Jamshedpur (India)

Diploma in Interior and Exterior Designing

Jamshedpur CAD center

Address: Jamshedpur, Jamshedpur (India)

LANGUAGE SKILLS

Mother tongue(s): **Hindi**

Other language(s):

English

LISTENING C2 READING C2 WRITING C2

SPOKEN PRODUCTION C2 SPOKEN INTERACTION C1

DIGITAL SKILLS

Microsoft Office / Microsoft Word / Microsoft Excel / Social Media / Auto desk auto CAD / Certificazione Autodesk 3ds Max

PASSPORT

Passport Details

[07/01/2016 – 06/01/2026]

Date of Birth: 15/02/1996

Passport Number: N6673811

Place of Birth: Munger, Bihar

Place of Issue: Patna

I declare that all the above statements are true & correct to the best of y knowledge and belief all my required documents will be forwarded whenever required.