

HASBIN HAREEZ

Al Qusais, Dubai | +971 55 435 6369
hasbinhareez123@gmail.com

Summary

A customer-focused professional with 2 years of experience in customer relationship management. Skilled in identifying and implementing solutions to improve efficiency and performance. Proven track record of reinforcing quality control standards and developing actionable insights to optimize customer interactions.

Experience

Maruti Suzuki Indus Motors | Kottayam, India

Relationship Manager

12/2023 – 08/2024

Responsibility

- Understand customer needs and develop plans to address them
- Identify key staff in client companies to cultivate profitable relationships
- Resolve customer complaints quickly and effectively
- Forward upselling and cross selling opportunities to the sales team
- Promote high-quality sales, supply and customer service processes
- Aim to preserve customers and renew contracts
- Approach potential customers to establish relationships
- Gain solid knowledge of competitors

Toms Pipes Pvt Ltd | Kottayam, India

Operation Coordinator

06/2020 – 05/2021

Responsibility

- Developing and implementing operational systems, processes, and policies in support of the organization's mission. Overseeing budgeting, reporting, planning, and auditing.
- Implementing health and safety procedures in line with industry standards and government regulations.
- Working closely with departmental heads, including marketing, production, and human resources to ensure optimal operation and growth.
- Analyzing process workflow and devising optimization strategies. Managing relationships with vendors, suppliers, and other partners.
- Staying current on industry trends, products, and technology that may impact the organization.

Skills

□ Negotiation, □ Motivation, □ Problem solving skills, □ Creativity, □ Honesty, □ Team collaboration, □ Customer Service, □ Active listening skills, □ Communication skills, □ Research, □ Strategic Thinking, □ Client Relationship

Education

MBA

SMBS, Mahatma Gandhi University, Kottayam, India

(Specialized in Marketing and Operations)

2021 – 2023

BBA

MES College Erumely

Mahatma Gandhi University, Kottayam, India

2017 – 2020