



HASSAN GHAFFAR KHAN



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Dubai, UAE

PROFESSIONAL SUMMARY

Intend to build a career with a leading corporation in a Hi-tech environment with Committed and dedicated people, which will help to explore myself fully and realize my potential in the SalesSector. Resourceful Specialist offering expertise in problem- solving, data analysis and customer service. Adept at quickly learning new technologies and processes for driving success.

Proven track record of successfully managing and developing innovative solutions. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. Dynamic and results-driven professional with over 9 years of experience in sales and customer support, adept at driving revenue growth while ensuring exceptional customer satisfaction. Proven track record of building strong relationships with clients, understanding their needs, and delivering tailored solutions that increase sales and improve customer retention. Highly skilled in managing customer inquiries, resolving issues efficiently, and providing post-sales support to maximize client success. Adept at utilizing CRM tools and data analysis to identify opportunities, track performance, and optimize customer experiences. A team player with excellent communication skills, committed to delivering high-quality service and exceeding business objectives.

SKILLS

- Sales
- Stock Management
- Agility
- CRM
- Interpersonal Skills
- Driving Results
- Results Focused
- Operations Oversight
- Fostering Teamwork
- Building Effective Relationships
- Customer focus
- Complex Issue Resolving
- Cross-Functional Teamwork
- Self-Motivation
- Relationship Building
- Issue Research
- Multitasking
- Resolving Queries
- Customer service & Engagement
- Citrix
- MS Office
- Answering Inbound and outbound calls

WEBSITES, PORTFOLIOS, PROFILES

- <http://linkedin.com/in/hassangkhan>

WORK HISTORY

**TITAN COMPANY LTD, (MIA BY TANISHQ)- MANAGER,
SALES**

BANGALORE • 03/2023 - 11/2024

- Completed frequent walk-throughs and directed team members to correct store appearance or professionalism issues.
- Initiate outbound calls to potential or existing customers to offer products, services, or support.
- Track follow-ups and progress to ensure timely communication.
- Answer inbound calls to address queries, resolve issues, or provide information.
- Generate and qualify leads by identifying potential customers through targeted calls.
- Reviewed inventory and sales records to prepare reports for management and budget departments.
- Oversaw aspects of maintenance, inventory, and daily activity management.
- Handled customer complaints by empathetically listening, recording details, and offering solutions.

EDUCATIONS

AL-Ameen College of Arts Science
& Commerce - Bangalore
University MAY 2015

*UNDER GRADUATE IN BACHELOR
OF COMMERCE: Accounts and
Finance*

Quwathul Islam PU COLLEGE
Bengaluru • 04/2010

HIGHER SECONDARY: Commerce

Quwathul Islam High SCHOOL
Bengaluru, India • 03/2008
SSLC

Logissoftware India Pvt Ltd - Process Associate - Accounts
BANGALORE • 02/2020 - 09/2022

- Providing Technical Trouble shooting help for Front line customers on call/email/chat
- Addressed clients emails and calls promptly
- Verify shipment-related data to ensure all charges (freight, handling, customs, etc.) are correctly included in the invoice.
- Process and track payments to suppliers, vendors, and third parties for services such as port fees, customs duties, and shipping-related expenses.
- Cross-check invoices against shipment records, contracts, or booking agreements to ensure accuracy in freight charges.
- Assist in identifying discrepancies between the actual freight cost and billed amount, and follow up with the appropriate department or vendor to resolve issues.
- Ensure proper filing and documentation of all financial transactions, including invoices, payments, receipts, and supporting documentation.
- Resolve any disputes or queries related to accounts or payments promptly, liaising with internal teams and clients as needed.
- Send reminders and follow-up notices regarding overdue payments or discrepancies.
- Build and maintain professional relationships with clients and suppliers to ensure smooth financial transactions.
- Performing quality audits for vendor creation
- Initiating vendor refunds for credit notes and clearing them from the system

BARZAN READY MIX - LAB TECHNICIAN
QATAR • 12/2018 - 09/2019

- Conduct regular tests on raw materials such as cement, aggregates (sand, gravel, crushed stone), water, and additives to ensure they meet quality standards.
- Perform testing on fresh concrete, including slump tests, air content, temperature, and workability to ensure the mix meets required specifications.
- Test hardened concrete samples (cylinder or cube tests) for compressive strength, durability, and other physical properties.
- Ensure all materials and products comply with industry standards, client specifications, and regulatory requirements.
- Maintain proper documentation and records of test results, including data on materials, batch mixes, and final product outcomes.
- Perform trial mixes and adjust proportions of cement, aggregates, water, and admixtures to achieve desired concrete strength, workability, and durability.
- Work with the production team to identify the root cause of any quality problems and recommend corrective actions to prevent reoccurrence.

OPTIXITY OPTICIANS (MKM GROUP) - SR. SALES REPRESENTATIVE
BANGALORE • 12/2015 - 11/2018

- Actively engage with customers to sell optical products, including prescription glasses, sunglasses, and contact lenses.
- Offer personalized recommendations based on customer needs, explaining the features and benefits of different eyewear options and lens types
- Offer exceptional customer service, addressing concerns, answering queries, and ensuring a positive shopping experience.
- Help customers understand their prescriptions by reviewing their vision needs with the optometrist's guidance.
- Work closely with optometrists or ophthalmologists to ensure customers get the correct prescription glasses or lenses tailored to their vision requirements.
- Work towards meeting or exceeding sales goals set by the management, including targets for eyewear sales, lenses, and accessories.
- Develop strong relationships with customers, ensuring repeat business through follow-up calls, emails, or loyalty programs.
- Build and maintain long-term relationships with repeat customers to encourage loyalty and referrals.
- Send reminders and follow-up notices regarding overdue payments.
- Stay updated on new product offerings, industry trends, and sales techniques to improve sales skills continuously.

SERCO INDIA PVT LTD - CUSTOMER SUPPORT REP II
BANGALORE • 12/2012 - 11/2015

- Develop strong relationships with customers, ensuring repeat business through follow-up calls, emails, or loyalty programs.
- Address customer questions and concerns through various communication channels (phone, email, chat).
- Provide timely, accurate, and professional responses to customer inquiries about products or services.
- Diagnose and troubleshoot technical or service-related issues.
- Resolve more complex or escalated issues that cannot be handled by entry-level representatives.
- Work closely with other departments (e.g., technical support, product teams) to solve customer problems.
- Maintain an in-depth understanding of the company's products, services, and policies to provide expert support.
- Build and maintain strong relationships with customers by offering personalized support.
- Proactively follow up with customers to ensure their issues have been resolved to their satisfaction.
- Handle inbound sales calls and make outbound calls to potential or existing customers to promote products or services.

ACCOMPLISHMENTS

- Active participation in Debate.
- Won many awards Handwriting and debate.
- Have completed Diploma in Computer Application.

LANGUAGES

English

Hindi

Urdu

Kannada

PERSONAL INFORMATION

- Father's Name: Riyaz Ali Khan
- Mother's Name: Khadija Bi
- Date of Birth: 11/13/91
- Gender: Male
- Nationality: Indian
- Marital Status: Single

TECHNICAL AND INTERPERSONAL SKILLS

- Driving Results
- Problem Solving
- Communication
- Cross-team Collaboration
- CRM
- Microsoft Excel
- Target Achievement

REWARDS AND RECOGNITION

- Learning Champion for the year 2023 (Titan)

EXTRACURRICULAR ACTIVITIES

Won awards for various Debate & Hindi Handwriting Competition.
Have completed Diploma in Computer Application.

DISCLAIMER

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