

## SALIM AHAMAD



### ABOUT ME

Highly results-oriented individual with over 7+ Years of experience in customer service & direct Tally marketing sales, I thrive in team settings and work efficiently to solve customer problems.

After sales executive with 5 years experience in Electronic (Mobile) industry.

Track record of solving all types of customer issues in an effective and efficient manner.

As my references will attest, I have a knack for staying positive and upbeat, regardless of the situation.

True passion for customer service and eager to grow and succeed.



Dubai, UAE



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07<sup>th</sup> June 1993



Indian (Single)



Visa Sattus- valid till  
10<sup>th</sup> March 2026



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## EDUCATION QUALIFICATION

1. Bachelor of Science- Sahu Jain College Najibabad.

2. Computer Operator Diploma

3. Certificate of Inventory Management

## PROFESSIONAL EXPERIENCE

**Reliance Jio** – 2017 – 2023

Designation: After Sales Executive (Customer Handling)

**Enrolled as an Sales Support – 2016-2017)**

Najibabad - India

**Enrolled as an After Sales Support 2015-2016**

### Responsibilities and Job Description

- Responsible for overall operations of the Jio Centre SCM Store for both Mobility and FTTX Business of Reliance Jio including Inbound, Put away, Picking, Packing, and Dispatch to all Sales Channels, Jio Stores, ecommerce customers and FTTX Deployment sites
- Responsible for telemarketing handling, storage, safekeeping and accuracy of the entire inventory present at the Jio Centre. Person would have to carry out material reconciliation.
- Responsible to resolve any Operational issues occurring at any Jio Centre and to escalate major issues if any.
- Turning curious visitors in to loyal customers.
- Caring out and achieving sales targets equipment's, accessories and extended Warranty.
- Assisted customers who wanted to reserve equipment's currently on stock or for incoming supplies via phone or in-person.
- **Attended** to all customer complaints in a friendly, professional manner; prepared trouble-ticket if necessary and worked to resolve the issue as expediently as possible.
- Work with the Head of the business to execute the sales plan
- Maintain continuous knowledge of market structure, current events, market developments, and market trends.

### Business Owner-Confidence

Electronics and Cell Phones- 2 Years

Designation: Retail Trading and Repair Services

### Responsibilities

- Own retail electronics business dealing in cell phones, accessories and spare parts.  
Boosting sales in my department every month
- Researching the market on a regular basis for related products

## ACHIEVEMENT & INTERESTS

Received Employee of the Month award.

- Interest In- Electronic gadgets. Cars and Sports Bike, Fitness enthusiast, Playing cricket and snooker.

## LANGUAGES

- English, Hindi, Urdu.

## DECLARATION

I do hereby certify that the above particulars furnished by me, are true and correct to the best of my knowledge and belief,

and I am willing to forward any other details

Salim Ahamad