



RIZWAN NAZIR KICHLOO

Sales and Service Representative

SUMMARY

Sales and Service Professional with [5 yrs] of experience in building strong customer relationships, achieving sales targets, and delivering exceptional service. Skilled in communication, negotiation, and problem-solving, with a proven ability to identify customer needs and provide tailored solutions. Adept at handling complaints, upselling products/services, and ensuring customer satisfaction to drive business growth and loyalty. Proficient in using CRM tools and managing time effectively in fast-paced environments.

WORK EXPERIENCE

✓CENTURY BANK BROKERS LLC DUBAI

Commercial sales representative

Feb-2024-
oct 2024

- Identified and pursued new commercial sales opportunities through market research, cold calling, and networking.
- Built and maintained strong relationships with key clients to ensure customer satisfaction and long-term partnerships.
- Negotiated pricing and terms to secure profitable deals while meeting client expectations.
- Analyzed market trends and competitor activities to develop effective sales strategies.
- Maintained accurate records of sales activities, pipelines, and client interactions in CRM systems.

✓HDB FINANCIAL SERVICES LIMITED

Sales and Service Representative

January 2018-
february 2023

- Delivered regular performance reports to clients, analyzing data to highlight trends, achievements, and areas for improvement.
- Used client feedback to drive changes in business processes, enhancing service quality and customer experience.
- Worked closely with internal teams (e.g., sales, marketing, customer support) to ensure seamless service delivery and execution of client projects.
- Conducted follow-ups with customers to ensure satisfaction and address any additional requirements.
- Collaborated with internal teams to ensure smooth service delivery and seamless customer experiences.

DECLARATION

I hereby declare that all the information given above is true and correct to the best of my Knowledge. All the information shared in the resume is correct, and I take full responsibility for its correctness. I solemnly declare that the information in this resume is true to the best of my knowledge and belief.

CONTACT

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✉ rizwankichloo123@gmail.co
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EDUCATION

• BBA

2014-2017

DEWAN VS GROUP OF
INSTITUTES MEERUT, UTTAR
PRADESH

• HRSEC

2010-2013

EFF EMM HIGHER
SECONDARY SCHOOL

SKILLS

- Microsoft Excel, Microsoft
- PowerPoint SAP, Tally
- Customer Relationship Management (CRM) software like Salesforce, mediation, and handling employee grievances.
- Effective verbal and written communication.
- abilities for interacting with clients and colleagues
- customer-centric attitude with a commitment to providing excellent service.
- Convincing potential customers to choose your product/service over competitors.

LANGUAGES

- English