



Sheikh Tajamul Islam

A Dedicated And Experienced Customer Service And Sales Professional.

Experienced and outgoing professional with over 8 years of successful career in Sales, Marketing, and Customer Service, serving diverse customer bases in India, the United States, North America (online), and the United Arab Emirates. Adept at building and maintaining strong client relationships, driving revenue growth, and delivering exceptional customer experiences. Proven track record of achieving and exceeding sales targets, implementing effective marketing strategies, and ensuring customer satisfaction.

Contact

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Email

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Address

Dubai- UAE

Education

2011- 2013

Masters in Business Administration

Punjab Technical University

Specialization in Sales and

Marketing

2008 - 2010

Bachelors in Science

University of Kashmir

Diploma in Banking & Insurance

Diploma in Computer Applications

Expertise

- Communication Skills
- Product/Service Knowledge
- Problem-Solving
- Patience & Empathy
- Prospecting, Presentation and Pitching
- Adaptability
- Goal-Oriented
- People management & Leadership skills
- Exemplary customer service skills

Work Experience

Dec 2022- Present

PWG Visa Services- Dubai, UAE

Customer service, Sales and Collections Officer

- Provided exceptional customer service by addressing inquiries, resolving issues, and ensuring customer satisfaction.
- Successfully met and exceeded sales goals through effective sales techniques and strategies.
- Managed collections processes, consistently achieving and surpassing collection targets.
- Developed and maintained strong client relationships, earning trust and loyalty.
- Collaborated with cross-functional teams to streamline processes and improve service delivery.

Oct 2021 - Oct 2022

Broadcom Documents Clearing services- Dubai- UAE

Customer service back office administration

- Provided essential administrative support to enhance customer service operations.
- Managed and organized customer records, ensuring accuracy and compliance.
- Responded to customer inquiries via email, chat, or other written communication channels.
- Assisted in resolving customer issues and inquiries efficiently and effectively.
- Collaborated with the customer service team to ensure seamless communication and problem resolution.

Oct 2017 - Nov 2018 & Sept 2020- Sept 2021

Reliance Jio Infocomm PVT LTD J&K, India

Customer service and sales officer

- Provided outstanding customer service by addressing inquiries, resolving issues, and ensuring customer satisfaction.
- Successfully met and exceeded sales goals through consultative selling and relationship building.
- Maintained strong client relationships, earning trust and loyalty.
- Utilized a deep understanding of products and services to effectively communicate their value to customers.
- Collaborated with cross-functional teams to streamline processes and improve the overall customer experience.

Language

- English
- Hindi
- Urdu

Qualities

- Honest & punctual
- Diligent & organized
- Ethical & Loyal
- Creative &Flexible
- Modest & Warm

Interests

- Travel
- Sports

Personal Information

- Date of birth: 17th August 1990
- Marital Status: Single
- Nationality: Indian

Convergys, AT&T USA, Gurgaon, India **Sept 2016 - Sept 2017**
Customer service and sales representative

- Acted as the main point of contact for customers, providing assistance and guidance in product selection.
- Processed customer inquiries, validations, and account maintenance, ensuring accuracy and completeness.
- Employed effective needs-based selling techniques to identify customer requirements and promote products and services.
- Successfully met and exceeded sales targets through consultative selling and relationship building.
- Conducted upselling and cross-selling based on customer needs and preferences.
- Managed customer inquiries through various communication channels, including calls and emails, adhering to service standards.
- Collaborated with cross-functional teams to provide comprehensive support and follow-up to customers.
- Resolved customer issues and inquiries courteously and efficiently, ensuring customer satisfaction.
- Ensured customers were well-informed about the process and felt fully supported throughout their interactions.

iEnergizer, Sprint Telecom USA, Noida, India **Aug 2014 -Aug 2016**
Customer service and sales associate

- Ensured high levels of customer satisfaction by providing excellent sales and service through incoming calls and email correspondence.
- Responded to customer inquiries and resolved complaints in a professional and efficient manner.
- Provided product and service information to customers, utilizing available resources for research.
- Identified and resolved customer complaints using applicable software, and processed orders, forms, and applications.
- Maintained thorough documentation of all call information in adherence to standard operating procedures.
- Recognized and reported trends in customer calls to the management team for analysis.
- Utilized creative problem-solving and decision-making skills to handle a variety of issues and inquiries.