



Sohail Shaikh

Inside Sales Representative

Experienced Inside Sales Representative with proven record of success in developing customer relationships and closing sales.

about

CONTACT

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EDUCATION

Sabarmati University

B.COM – Bachelor of Commerce

Mumbai, India

SKILLS

MS Office

Sales

Communication

Teamwork

Leadership

LANGUAGES

English

Tamil

Hindi

work experience

INSIDE SALES REPRESENTATIVE, DVCOM TECHNOLOGIES

March 2023 - April 2024

- Coordinated and facilitated sales team meetings and events.
- Managed customer inquiries and provided timely responses.
- Assisted in the development of sales strategies and goals.
- Prepared and analyzed sales reports and presented findings to management.
- Tracked and monitored sales orders, ensuring accurate and on-time delivery.
- Proficient in creating detailed quotations and Pro forma Invoices (PIs) for clients, demonstrating strong attention to detail and accuracy in pricing, terms, and conditions
- Created and maintained detailed Excel reports to track sales performance, inventory levels, and customer data.

CUSTOMER SERVICE ADVISOR, FRAAZO

July 2022 - February 2023

- Maintain strong customer relationships by responding professionally and appropriately to inquiries.
- Manage the customer service process from start to finish, including asking customers about their issues, troubleshooting solutions, assembling and forwarding information, and verifying the customer's understanding of that information.
- Document all customer calls, inquiries, and actions, and follow up with customers after a solution has been presented.
- Escalate customer inquiries to the appropriate department when needed.
- Research and stay up to date with company products, services, and processes.
- Keep track of customer service accounts and relevant data.
- Recommend process improvements and identify new product and service opportunities based on customer needs.