

SHAIK SULTHAN



CONTACT DETAILS

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[LinkedIn Profile](#)

CORE SKILLS

- Customer Relationship Management (CRM)
- Upsell & Cross-sell
- Sales Strategy
- Tally
- Payment Handling
- Cash Controlling
- Point-of-sale (POS)
- Fast Typing
- Time Management
- Email Management
- Multitasking
- Microsoft Suite

STRENGTHS

- Product Knowledge
- Attention to Detail
- Communication Skills
- Problem Solving Skills
- Time Management
- Patience

PROFESSIONAL SUMMARY

Dedicated and results-oriented with almost 7+ years of experience in customer service, couple of years as a cashier & data entry operator. I am a passionate and professional retail expert who strives to deliver exceptional results and customer satisfaction.

PROFESSIONAL EXPERIENCE

Wipro Limited: *(Customer Support & Sales Executive)*

Apr 2021 – Oct 2023

Responsibilities:

- Welcome and greet every customer in a warm and friendly manner & demonstrate excellent customer service.
- Handled customer queries, feedback, complaints and requests, data entry & documentations.
- Provided customer support over call, email, and text to maintain a good relationship.
- Made outbound sales calls and generates leads as per the client guidelines.
- Identify opportunities to cross-sell and upsell additional banking products and services to existing customers, maximizing the value of each customer relationship.
- Stay updated on product knowledge and sales techniques through regular training sessions provided by the bank.
- Educate customers about the features and benefits of banking products.

LANGUAGES KNOWN

- English
- Hindi
- Telugu
- Urdu
- Arabic (Basic)

PERSONAL DETAILS

Name: Shaik Sulthan Mohiddin

Father Name: Shaik Basha
Mohiddin

Mother Name: Shaik Sirajun

Nationality: India

Visa Type: Visit visa (60 Days)

Visa Validity : 03/02/2024

Passport Number: B6376720

HOBBIES

- Surfing internet
- Watching Movies
- Fitness & Wellness
- Editing photos & videos

More Super Market: (*Cashier*)

March 2017- Feb 2021

Responsibilities:

- Greet customers with a friendly and welcoming demeanor, answer their questions, and assist with any concerns or issues.
- Accept cash, credit cards, debit cards, and other forms of payment, providing correct change necessary.
- Manage transactions with customers using barcode scanner machine. Scan goods and ensure pricing is accurate, Collect Payments whether in cash or credit.
- Cross- check all product while processing the payments. Track transactions on balance sheets and reports any discrepancies.
- Greet customers while entering and or leaving the store. Gift wrapping and packing all the purchase items.

Global online Center: (*Data Entry Operator*)

May 2015 – March 2017

Responsibilities:

- Manage day-to-day office operations, which includes answering phone calls, responding to emails, and handling correspondence.
- Performing data entry and maintaining database.
- Collecting data from various sources such as online, databases, surveys, and documents.
- Good typing and data entry skills.
- Proficiency in Microsoft office, Ability to multitask and prioritize task effectively.

EDUCATION

Bachelor of Commerce (Specialization: financial Accounting) (Dubai Attested)
YOGI VEMANA UNIVERSITY | CGPA 80%

Secondary Schooling: Deepthi Junior College (2015-2017) CGPA 93%

Primary Schooling: Vikas High School (2004- 2015) CGPA 95%