

Mohammad Khatib Sami

Grounded & Solution Oriented Sales Manager With a quiet Variety of Professional Experience. Adapt to Motivating Self & others. Passionate about Sales & Service and All set to Make a Mark in the Marketing Industry.

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D.O.B : 1997 November 09.

EXPERIENCE

VODAFONE INDIA PVT LTD and VODAFONE IDEA PVT LTD., Delhi— Team Leader and Sales Manager

Dec-2019 To Oct-2022

Role and Responsibilities:-

- Providing quality and efficient customer service to customers through daily management.
- Motivating, recognizing and rewarding, coaching, counseling, training, and problem solving, inspire team members.
- Guiding a group of employees as they complete a daily and monthly target.
- Help customers with complaints and questions, give customers information about products and services and take orders for sale.
- Develop strong relationships with customers and Honesty and relationship builder.
- Employee's duty and schedules and duty charts and also perform any other duties that management requires.
- Regular staff meeting to day to day responsibility and to know the target and achievement

DELHI INSTITUTE OF DIGITAL MARKETING, Delhi — (Senior Education counselor)

Jan 2019 To October 2019.

Role and Responsibilities:-

- Conduct individual & group counseling sessions to advise & assist students with academic & vocational development.
- Counsel students regarding educational issues such as course & program selection, class scheduling, school adjustment, truancy, study habits & career planning.
- Counsel individuals to help them understand and overcome personal, social or behavioral problems affecting their educational or vocational situations.
- Maintain accurate & complete student records as required by laws, district policies & administrative regulations.
- Confer with parents or guardians, teachers, other counselors & administrators to resolve students behavioral other problems.

SKILLS

Technical Knowledge:-

CRM (Customer relationship manager), CPOS Systems Operating systems, Remote support software, (Windows and MAC-OS), Office suites (Microsoft Office, G Suite), Presentation software (PowerPoint, Keynote), Spreadsheets (Excel, Google Spreadsheets, etc.),

Communication and collaboration tools:-

Viber chat, Whatsapp, Facebook, Skype, we-chat, twitter etc., Well versed with Internet Access.

EDUCATION

G.D.College Begusarai

(L.N.M.University) or Board,

•Bsc. (Bachelor of science)

Graduation in Physics 2014 to 2017 -71.4%

M.J.J. High School,

Banwaripur, Begusarai(BSEB University or Board). ,

•Intermediate 2012 to 2014 •
12th in Science -61%

H.M.High School, Amari,

Begusarai(BSEB University or Board) 2012

10th • 65.8%

VODAFONE INDIA PVT LTD and VODAFONE IDEA PVT LTD.,
Mumbai — Team Leader and Sales Assist (Senior Customer service
executive)
Feb-2016 To Dec-2018

Role and Responsibilities:-

- Providing quality and efficient customer service to customers through daily management.
- Motivating, recognizing and rewarding, coaching, counseling, training, and problem solving, inspire team members.
- Guiding a group of employees as they complete a daily and monthly target.
- Help customers with complaints and questions, give customers information about products and services and take orders for sale.
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ACTIVITIES

Participated in extracurricular activities like Sports, Talents day Competitions and Inter-college competitions.

Playing games like shuttle.

Communication, Teamwork, Adaptability, ProblemSolving, Creativity, Work Ethic, Interpersonal Skills, Time Management, Willingness to learn.

AWARDS

- Joined the Ministry Of Art Culture and Youth at Bihar Olympic Association.
- Taken part in various activities like : cricket captain,Taekwondo player,Taekwondo trainer.
- Vodafone and Vodafone idea ltd (Mumbai). **"RETAIL ROCK STAR "&" RETAIL HERO"** in the month of August 2018.
- **"SALES SULTAN"** in the month of (July, September, October) Vodafone ltd and Vodafone idea ltd (Mumbai).
- Achieved **"The Ultimate Contributor"** employee Award in August,October and November 2019.
- Achieved **"Stand out Performer"** on completing 1 Year in January 2020 according to my constant Performance.

LANGUAGES

English, Hindi, Marathi, Urdu.

DECLARATION

I hereby declare, all the above information provided by me is correct & to the best of my knowledge.

Date :

Place:

Name & Signature :