##### **JAVED SAYED**

Spring blossom 405/B wing Pingale Wasti Mundhwa road Pune 411036. Maharashtra

Cell:-91\_9028899553 E-mail id- javedsayed4ug@hotmail.com

### **Personal Details**

1. **Date Of Birth :** 13th june,1985
2. **Height :**  6 ft
3. **Weight :**  60kg
4. **Vision :** Normal
5. **Complexion :** Whitish
6. **Nationality :**  Indian

**7 Languages Known :**  English, Hindi & Marathi

### **Objectives**

My ability to initiate conversations with perfect strangers combined with my patience and hard work has made me a complete Customer Oriented Person and asset material for any organization.

### **Educational Qualifications**

* SSC
* HSC
* BA

### **Professional** **Qualifications**

* Completed a one year Diploma in Cabin Crew and Ground Staff services from Avalon Aviation Academy, Pune.
* Basic course in Computers with knowledge of MS Office.

### **Work Experience – In Customer Service**

1. **Bharat Forge- third party contract job (jan2018-till date )**

Working as a supervisor( handling team of 15 people)

1. Generation of Daily, Weekly and Monthly Reports.
2. Negotiations and co-ordination with all Vendors.
3. Complete banking procedure.

* **Impact Automotive Solutions Ltd, Pune** (Work Experience- April 2016 – Jan 2018

**Job role**:-

* Performance & Durability of Hybrid Electrical System (Revolo) each component with Diesel as well as Petrol Engine
* Component Failure Analysis
* Monitoring of vehicle performance and troubleshooting help to Service egg of vehicle in case of failure
* Testing conducted STU location: Pune, Mumbai, Bangalore.
* Fuel Consumption Test
* Fuel Efficiency Test on Highway, City & at constant speed conditions
* Noise & Emission Test.
* Acceleration & Max speed Test
* Dynamometer Testing at ARAI (Automotive Research Association of India)
* VRDE (Vehicle Research & Development Establishment) Tests
* Team Handling (Handled Team of 15 Drivers & Technicians)
* Improvement Results Reporting to Concern Project Manager about day to day activities

1. **Worked in PARX (Raymond Apparel)**

as senior customer relation officer-2012-2015.

1. **Worked in Bigflix as ASM** (venture of reliance entertainment) 2009-2012

**ROLES :**

1. Managing the overall store
2. Training the sales staff.
3. Solving customer queries related to various promotions & schemes.
4. Preparing DSS (Daily Sales Summary) report

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1. **Madura Garments** (Aditya Birla group)

Working as a customer care executive \_ 1year

1. **Customer Service Associate –**worked for 6months

* Worked in “PIZZA *HUT (koregoan park)* ” as CREW MEMBER.

1. **Readers Relation Executive** **with TIMES OF INDIA. -**worked for 6month

* Door to door marketing for the newspaper, meeting customers in an assigned area, taking new orders, grievance handling and facilitating change of vendors if required.

1. **TRUMART [venture of INDIABULLS REATIL LTD]**

As a Senior Sales Associate – 2005

**ROLE**

1. Generation of Daily indents.
2. Maintaining FIFO.
3. Daily Check for expiry and near to expiry.
4. Generation of Daily, Weekly and Monthly Reports.
5. Negotiations and co-ordination with all Vendors.
6. Training the sales staff.
7. Solving customer queries related to various promotions & schemes.
8. Replacement of stocks.
9. Generation of Daily, Weekly and Monthly reports – cash and credit collection, sales summary, Cashier training for staff.
10. Complete banking procedure