

# Wasim Khan

## Career Objective

To benefit the organization with my strong intra-personal skill while working in highly motivated and driven environment which will enable me to use my selling and marketing skills, while providing me with challenges and gaining valuable experience as a team player seeking a platform for furthering my career ambitions & contributing continuously towards organization growth.

## Summary of Skills and Experience

- ❖ Understand new ideas as well as adaptable to different environment and has the ability to work & perform under pressure.
- ❖ An excellent planner with proven abilities in generating and maintaining loyalty levels with customers and providing them after sale services effectively.
- ❖ Ability to juggle many tasks at once, work under tight deadlines and long hours when required.

## Core Competencies

### ***Business Development & Marketing***

- ❖ Executing effective marketing plans, including product launch structures.
- ❖ Managing and implementing sales promotional activities as a part of product launch, brand building and market development effort.

### ***Customer Service & Retention:***

- ❖ Provide world class customer service; attend their immediate queries/ complaints regarding service levels and resolve customer complaints.
- ❖ Ensure speedy resolution of queries & grievances to maximize client satisfaction levels.
- ❖ Maintain excellent relations with clients to generate revenues for further business.

## Organizational Experience

From  
31/08/2007 To 29/10/2010

Organization	Location	Designation
Spice hotspot (A Modi Group Company)	New Delhi	Store incharge

As a Store Incharge looking Entire Store and Store Staff Including Stock Maintain Sale Pressure with my colleague and forward the day-to-day sale report to my senior (area sales manager)

From                      Till  
01/11/2010              01/10/2012

Organization	Location	Designation
Blackberry Smart Phones	New Delhi	Solution Specialist

**Company profile:**

Research In Motion (RIM) is the designer and manufacturer of the award-winning BlackBerry Smartphone, used by millions of people around the world. Founded in 1984, RIM introduced the first Blackberry device in 1997. BlackBerry devices are now sold in 175 countries.

From  
06/10/2012 - Currently Working

Organization	Location	Designation
Apple Inc	New Delhi	Sr iPro

***Company Profile***

Apple Inc. is an American multinational corporation headquartered in Cupertino, California, that designs, develops, and sells consumer electronics, computer software, online services, and personal computers. Its best-known hardware products are the Mac line of computers, the iPod media player, the iPhone smartphone, and the iPad tablet computer. Its online services include iCloud, iTunes Store, and App Store. Its consumer software includes the OS X and iOS operating systems, the iTunes media browser, the Safari web browser, and the iLife and iWork creativity and productivity suites.

**Job Responsibilities:**

**Business Deliverables:**

- Responsible for Monthly Volume/Value number as special task to improve on sales.
- The volume numbers and saleable stock would be tracked daily basis and reported in the evening.
- Weekly review report shared with ASM and Discussed for each and every one
- The strategy should be decided and reviewed every month over the Qtr. The strategy store level activity or engagement etc.
- Should ensure correct reporting with 'Partner Connect'.

**Reporting:**

- Daily report on sales vs target
- Weekly report of performance current month over last months.
- Should cross check sales figures with store level to ensure correct reporting
- Competition data in the formats asked by ASM or Management
- Periodic reporting on pricing/schemes/promotion changes on Company as well as competition phones.
- Monthly report with the sales vs target.
- Monthly report with current month in comparison with last 6 months

**Office Working:**

- One day of the week can be spent in office for paperwork/team meetings

**Product and Soft Skill Training:**

- Coordinating the ISD training. Each and every one in Store can be used for this.
- Store Staff training with regular interval and upon new introductions

**Relationship Management:**

- ASM
- Store Staff: Must know About Strategy
- iPro and Store Staff: Excellent product knowledge

***Job Responsibilities:***

- ❖ Making new Corporate Tie ups, interacting with the existing corporate and to assist them to provide references.
- ❖ Ensure speedy resolution of queries & grievances to maximize client satisfaction levels and weekly meetings with them.
- ❖ Maintain excellent relations with corporate clients to generate revenues for further business and corporate tie up with companies & for further references by them.

<b>Academic Credentials</b>
-----------------------------

- ❖ 10+2 D.A.V Sr. Sec. School, New Delhi (2002).  
Graduation from Choudhry Charan Singh University (UP) (2005).

<b>Key Personal Details</b>
-----------------------------

Address	:	568, First floor, near Alvi Chowk, Nizamuddin West New Delhi - 110013
Date of Birth	:	5th January 1984
Father Name	:	Mr Yamin Khan
Languages	:	Hindi, English and Urdu

The above-mentioned information is true to the best of my knowledge.

**Date:**

**Place:**

Contact Info

**WASIM KHAN**  
waist.khan@outlook.in  
+91 925-0000-545