

## SOYAB NAIULLAH KHAN

### PROFILE

Seeking a challenging role in a reputable organization to utilize my skills for the growth of the organization while enhancing my knowledge about new and emerging trends in the customer service industry. As a highly organized and hard-working individual, I am eager to gain practical experience in this position.

### CONTACT

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### HOBBIES

Cricket
Tourism
Camping

### EDUCATION

**B.COM from University of Pune**
June 2013 – April 2016
Completed Bachelor of Commerce (B. Com)

### WORK EXPERIENCE

**FNP.AE (Ferns N Petals UAE) as Telesales Representative**
November 2023 – Jan 2025.

- **Cold Calling:** Conducted daily cold calls to potential customers, introducing them to FNP.AE's wide range of gifting products and services, and converting these interactions into sales.
- **Targeting Website Customers:** Identified and targeted customers browsing the FNP.AE website, following up on their interests and providing personalized recommendations to drive purchases.
- **Upselling and Cross-Selling:** Leveraged my deep understanding of the product catalog to upsell premium products and cross-sell complementary items, increasing the average order value and enhancing customer satisfaction.
- **Customer Engagement:** Engaged with customers to understand their needs, provided tailored solutions, and ensured a positive customer experience, resulting in high retention and repeat business.

**Property Pistol**
October 2022 - October 2023

- **Customer Engagement:** Engaging with potential buyers, answered their queries, and built rapport to understand their needs and preferences.
- **Sales Presentation:** Sales presentations over the phone, explaining the property details, and persuading prospects to
- **Objection Handling:** Handling objections and concerns effectively, turning them into sales opportunities.
- **Database Management:** Proficient in maintaining and updating client databases, including leads and contacts.

- **Sales Tracking:** Monitoring and tracking sales activities and outcomes, ensuring I meet or exceeded sales targets.
- **Follow up:** Ability to follow up with leads and clients to nurture relationships and close deals.
- **Customer Relationship management (CRM):** Utilizing CRM tool to manage leads and track client interactions.
- **Team Collaboration:** Ability to work effectively with colleagues and other departments to support sales efforts.
- **Sales reporting:** Responsibility for providing regular sales reports and updated to management.

### Guardian Real Estate as Telesales Representative

October' 2020 – September'2022

- **Cold Calling:** Conducted daily cold calls to potential clients, introducing Guardian's real estate services and establishing initial contact. Developed tailored scripts to effectively communicate the value propositions and benefits of our offerings.
- **Customer Approach:** Strategically approached prospective customers, understanding their needs and preferences to offer personalized property solutions. Utilized active listening and persuasive communication to convert leads into clients.
- **Relationship Management:** Built and nurtured relationships with clients through regular follow-ups, addressing their concerns, and providing comprehensive support throughout the property

**Epicenter Technologies Private Limited as Senior Customer Service Representative.**
August'2016 – September' 2020

- Recognizing the needs of the client and providing support and solutions; answering inquiries from prospective clients and those from follow-up calls; attending to payment-related demands from clients.
- Respond to grievances, offer suitable remedies and substitutes in a timely manner, and make sure the issue has been resolved.
- Evaluate the demands of the consumer, consider all available possibilities, and present several financing options.
- Comply with loan compliance rules and all applicable laws and regulations.
- Assess a borrower's creditworthiness by handling loan applications and supporting documents within predetermined parameters.
- Finalize loan agreements and instruct customers on rules and guidelines.
- Finalize loan agreements and instruct customers on rules and guidelines.
- Assisting the new team members and providing them with training about a process to deliver our best services to the customers.

## SKILLS

- Familiar with CRM systems and practices
- Excellent communication and presentation skills
- Strong phone contact handling skills and active listening
- Good Public Relation skills

## PERSONAL INFORMATION

- Marital Status: Married
- Passport Number: P9267431
- Nationality: Indian