

Mohammad Faizan

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JOB OBJECTIVE

Seeking Mid-level managerial assignments (As Functional Expert) in Operation Management or facility management (reports, analyze reports Scheduling, Real Time Monitoring).

PROFILE SNAPSHOT

- A dynamic professional with over 7 years of rich experience in business development / Client Servicing operations with key focus on top line profitability and optimal utilization of resources; **domain experience within the Telecom operator, Logistics & Facility management.**
- Working with Facility management team, to deliver the services in timely manner.
- Acquisition of new SME and Large account, responsible for all the documentation and document verification as per TRA
- Expertise in ensuring high-quality customer engagement, reporting and analyze customer needs, providing high value service as well as enriching consumer perception while adhering to the work processes.
- Extremely efficient in handling the entire gamut of communications / documentations with the clients (Conference Calls, E-Mails, etc.), aimed at smooth decision making as well as creation of favorable starting points with stakeholders
- Proficient in preparation of MIS reports to provide feedback to the management on sales reports, business development reports compliance, customer experience etc. in adherence to prescribed standards
- Adept in ensuring smooth handling of daily administrative activities including document verification, before and after sales activities.
- Excellent leader with excellent communication, presentation and interpersonal skills; demonstrated abilities in coordinating with various hierarchies in an organization as well as & motivating team of Real Time Analysts for achievement of targets / performance excellence.
- Assisting Account managers in generating a footfall for sales conversion. Responsible for the sales closures and high level of customer relationship.

OTHER KEY

TRANSFERRABLE SKILLS

Operation Management Sales analyst Cost Controls Business development Complaint Management

PROFESSIONAL EXPERIENCE

Jun'2024 to Present Samama Group. As Document Controller.

- Responsible for Site related documents for facility management.
- Coordinate with site engineers for their day to day activity.
- Responsible for time sheet and attendance for the Technician.
- Helping team to prepare reports related to department progress.

Mar'2022 to May-2024 CG Logistics Delhi. As Air Export Executive.

Responsible for export of the shipment for custom clearance.

- Prepare required documents for the export or the shipment.
- Coordinate with the shipper and consignee for the smooth operation.
- Helping billing & finance team for payment related issues.
- Managing and analyse sales and billing report.
- Responsible for document verification as per custom Guidelines.

Jan'14 -Apr'19 Du Dubai. As a Corporate Sales Account executive.

Taking care of the corporate sales account, extending leadership support to associates and Team Members.

- Ensuring Sales activities from Revenue standpoint.
- Giving directions to sales team for tracking the revenue by day, thereby enabling them with giving timely actionable ensuring month end goals.
- Designing, building and maintaining our social media presence in a campaign.
- Managing and and analyze sales report.
- Giving leadership support to team Managers and 10 sales associates.
- Responsible for document verification and road show campaigns as per TRA. Maintaining the data preparing the Sales Reports.

Dec'12 – Sep'13 Aircel India, Lucknow. As Activation Officer.

- Managing the team which taking part in mobile Activation. Involve in the sale of company product (SIM Card, Tariff vouchers).
- Dealing with DCP (distributor point) & RP (Retailer point) for the sale and growth of company. Educating DCP & RP for the scheme and benefits of the company product.
- Sharing the delivery mitigation plans with the on-site delivery team by running effective deviation, over/under reporting and SL re-forecasting
- Direct involve in the sale of the territory/area given by the company
- Maintaining all MIS related to activation & Sale. Auditing the CEF form with using proper guidelines provided by TRAI (Telecom Regulatory Authority of India).
- Helping Sales team including channel partner (Company Distributor & Retailer) by solving their Queries/problems.

Aug'12-Nov'12 –Viom Networks India Pvt. Ltd, Lucknow. As Estate Management Lead.

- Leading Cluster Resources to Managing Owner Issues, which includes the prompt and effective resolution of the owner's queries. Preparing MIS for various departments to ensure the service delivery and business development.
- Taking all the follow-ups for sharing payment. Follow-up of Rental Payments to the owners from the HO / Finance
- SPOC. Assisting Team EMG, (Estate Management) in discharging its day – to - day functions.
- Assisting the Team Legal in the drafting of various legal documents/affidavits relating to the Change of Ownership,
- Site Sharing, Increased Rentals and related issues.

May'08-Aug'10- Bharti Infratel Ltd, Lucknow. As Estate Management Lead.

- Assisting Team S&M (Sales & Marketing) in Site. Sharing, Immediate de sealing of sites (if any) on account of owner issues
- Taking necessary Internal approvals from Starting of sharing, interacting owner for sharing,
- Managing Owner Issues, which includes the prompt and effective resolution of the owner's queries.

Oct'07-Apr'08- Amartech Convergence India Pvt. Ltd. As AQC (Assistant Quality Coach)

- Maintaining the Quality of calls, which is taken by CCE
- Taking Quality Sessions to improve quality.
- Preparing Quality related Reports.
- Resolve the critical issue of customer by the help of related department.

Growth Path

Jun-2024- Present	Document Controller
Mar'22 – May-24	Air Export Executive
Jan'14 – Mar'19	Sales Executive
Dec'12 – Sep'13	Sales Support
Aug'10 - Nov'12	Estate management / Customer Service
May'08 - Aug'10	Estate management / Customer Service
Oct'07 - Aor'08	Quality Coach

Professional Qualifications/Certification:

- Excel Skills for Business: (Essential and Intermediate) by using the platform of Coursera, June-2020.
- Introduction to Big Data by using the platform of Coursera, Apr-2020.

Academic

M.B.A (Marketing) from Sikkim Manipal University in 2011.

PERSONAL DETAILS

Date of Birth: 01st Jan, 1984
Address: 429/1226N Campwell road Lucknow
Languages: English, Hindi and Urdu