



SIYAD THAJUDEEN

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PROFESSIONAL SUMMARY

With a proven track record of success in customer service and sales roles, I bring a dynamic blend of communication skills, problem-solving abilities, and a passion for exceeding expectations. Throughout my career, I have consistently demonstrated my ability to provide exceptional service, drive sales, and build strong relationships with customers and colleagues alike. I thrive in fast-paced environments where I can leverage my skills to deliver tangible results and contribute to the success of the team. Adaptable, driven, and committed to continuous improvement, I am eager to bring my expertise to a new challenge and make a meaningful impact.

EXPERIENCE

CUSTOMER SERVICE/SALES EXECUTIVE (Jan 2023– Mar 2024) TRAVANCORE STEELS CORPORATION

- Provided exceptional customer service and resolved inquiries promptly.
- Managed customer communications and coordinated with internal teams.
- Identified and capitalized on sales opportunities.
- Maintained accurate customer records using CRM software.
- Supported sales team efforts and contributed to achieving targets.
- Conducted follow-up to ensure satisfaction and gathered feedback.

CUSTOMER SERVICE/SALES EXECUTIVE (Sep 2018– Aug 2022) MAX POWER SECURITY SOLUTIONS

- Provided exceptional customer service, ensuring satisfaction and issue resolution.
- Managed customer communications efficiently across channels.
- Successfully recommended tailored security solutions, driving sales and loyalty.
- Maintained accurate records, enhancing organizational efficiency.
- Supported sales team efforts, contributing to target achievement.
- Implemented proactive follow-up strategies, fostering relationships and improvement.

SALES EXECUTIVE TEAM LEADER (Jun 2012– Jun 2018) ETISALAT TELECOMMUNICATIONS

- Ensured showroom compliance with company visual standards, enhancing brand image.
- Trained and developed sales staff to drive performance and sales effectiveness.
- Maintained comprehensive product knowledge for effective customer engagement.
- Monitored store and employee KPIs to optimize operational efficiency.
- Provided daily sales reports to support informed decision-making.
- Managed stock reports and maintained accurate inventory records.

SKILLS

Communication Skills

Time Management

Customer Service Skills

Leadership Skills

Sales and Negotiation Skills

Technology Proficiency

Teamwork

Document Controlling

Detail oriented

Office Administration

Innovative

EDUCATION

► Bachelor of Business Administration | 2014

Calicut University, Dubai, U.A.E

► Higher Secondary School | 2006

NIM School, Dubai, U.A.E.

PERSONAL DETAILS

► Nationality : Indian

► Date of Birth : 15 March 1989

► Driving License : Valid U.A.E Light Vehicle License

CERTIFICATES

► Best employee the year 2013

► Leadership skills for supervisor - communicate

► Team building - developing high performance team

► Critical thinking and problem solving

RETAIL SALES ADVISOR (Mar 2008– Feb 2012)

AXIOM TELECOM

- Greeted and directed customers, enhancing their in-store experience.
Provided accurate information on products and services, ensuring customer
- satisfaction.
- Answered customer inquiries promptly and effectively, demonstrating product expertise.
- Achieved sales quotas, contributing to business revenue growth.
- Cross-sold products to maximize sales opportunities.

COMPUTER PROFICINECY

- Tally ERP.9
- MS Word
- MS Excel
- MS PowerPoint

LANGUAGES

English	● ● ● ●
Hindi	● ● ● ●
Malayalam	● ● ● ●
Tamil	● ● ● ●

