

AALIYA IRFAN SIDDIQUI

CONTACT

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Career Objective

To work in a position that will utilize my communicational, leadership and organizational skills. To work in a team with people with creative interest like myself and groom my personal interest into a career.

Work Experience

KYOTO TECHNOLOGIES

Senior Sales Specialist & Customer Support

February 2022–Present

Responsibilities

Answering large no of inbound calls. Making outbound calls to create new accounts. Giving appropriate product information to new customers and existing customers. Arranging for quotations, creating proposals matching with target price and ensuring the closure is done. Handling escalations. Coordinating with the backend teams and resolving issues.

Updating all the details in the CRM.

Training and handling the team members.

Achievements

Within 3 months of joining was promoted from telesales to Senior Sales Executive.

VAHAN TECHNOLOGIES

Customer Service & Sales Specialist

November 2020–December 2021.

Responsibilities

Work profile involved engaging with potential job seekers across the white collar and blue collar segment to help them find the ideal job.

Coordinate with the job seekers and the employers until successfully hired.

Updating the details in the CRM.

Resolving escalations.

Noting the Minutes of the Meeting for the team.

Coordinating with the technical team to resolve issues at the earliest.

Alif Transworld

Customer Service Executive

January-2018 to October-2020

Skills

Excellent communication and interpersonal skills.

Ability to work in a team as well as an individual.

Quality conscious and self-motivated and believe that consistency in performance is the key to long term results.

Very specific with regards to People Management, Presentation skills, Customer Relation and Product Management.

Leadership skills and Positive Attitude

Education

2002: Graduated in Bachelor of Arts, University of Mumbai.

1999: HSC from K.C College (Maharashtra Board) in Arts Stream.

1997: SSC from Young Ladies High School, Fort.

Computer Skills

Basic computer course (Swift India) from NIIT Computer Institute.

Software / Applications: Microsoft Office 2010 and 2013 (MS Word, Excel, Outlook, powerpoint).

Linguistic Proficiency

English

Hindi

Marathi

Gujarati/Kutchi

Responsibilities

Work profile involved handling queries through inbound calls in B2C segment.

Charting Sales queries and mark follow ups.

Mentor new joiners.

Lead management, query handling, upselling services etc.

Achievements

Floor walked for the new joiners within 3 months of successful training.

Moved to Priority Desk to Call back customers with complaints and ensure FCR is met.

HDFC Securities

Customer Service Executive

June 2011 to June2013

Responsibilities

Work profiled involved handling queries through inbound calls to customers regarding their trades.

Trading & managing complete investment portfolio for new clients.

Providing on the job training for new joiners.