



Awaiz Sayyed


Customer Relationship Officer




House No. 4-9-84 Jinsi Road,
Ranmast Pura, Aungabad,
Maharashtra, 431001, India



March 25, 1992



AWAIZ.SAYYED007@YAHOO.COM



+91 7738787171 / +91
7020639186

LANGUAGES

Hindi	English
Fluent	Intermediate
Marathi	Gujrati
Fluent	Fluent

"Dedicated and results-oriented Customer Relationship Officer with a proven track record of cultivating strong client partnerships and elevating customer satisfaction levels. Bringing a blend of strategic thinking and exceptional communication skills, I am eager to leverage my expertise to deliver personalized solutions, drive revenue growth, and enhance the overall brand experience. Seeking to contribute my dynamic approach to an innovative team that values excellence and is committed to achieving unparalleled customer loyalty and organizational success."

WORK EXPERIENCE

Polaroid Sunglasses, Shoppers Stop

Customer Service Executive

Gained valuable experience as a Customer Service Executive at Polaroid Sunglasses in Shoppers Stop, delivering exceptional service and contributing to customer satisfaction during a successful 6-month tenure.

Fossil Group (Watches Category) Shoppers Stop

Customer Service Associate

Contributed as a dedicated Customer Service Associate at Shoppers Stop Aurangabad, specializing in the Fossil Group's Watches Category, demonstrating excellence in service delivery and achieving customer-centric goals throughout a rewarding year of engagement.

TRIBHOVANDAS BHIMJI
ZAVERI LTD. (Shrikant
Zaveri Group)

(November
12, 2012 -
Present)

CRE

"Presently contributing as a Customer Relationship Executive at TRIBHOVANDAS BHIMJI ZAVERI LTD. (Shrikant Zaveri Group), utilizing adept client engagement skills and fostering strong connections."

EDUCATION

MUMBAI BOARD

A

SSC, Vikhroli

AWARDS

Monthly Target Achievement Awards

Regional Manager

Frequently recognized for consistently surpassing monthly targets, demonstrating exceptional performance and dedication in achieving sales goals.

Team Leadership Award

Regional Manager

Recognized for exemplary leadership skills in guiding and motivating team members, resulting in enhanced collaboration, increased productivity, and successful achievement of collective goals.

SKILLS	
Customer Relationship Management	Sales and Marketing
Problem-solving	Effective Communication
Team Collaboration	Retail Management
Advertising and Brand Management	Public Relations
Consumer Behavior Analysis	Conflict Resolution
Time Management	Leadership
Negotiation	Market Research
Cross-functional Coordination	Multitasking
Microsoft Office Suite (Word, Excel, PowerPoint)	Presentation Skills
Interpersonal Skills	Organizational Skills

CERTIFICATIONS	
Consumer Behavior (March 31, 2018) Alison School Proficient in analyzing and understanding consumer behavior through specialized training, enabling strategic insights into purchasing motivations and trends to optimize customer engagement and drive business success.	Advertising and Brand Management (May 31, 2019) Alison School Equipped with expert knowledge in Advertising and Brand Management from a dedicated certificate course, adept at crafting impactful campaigns and strategies that enhance brand identity, captivate audiences, and drive market presence.
Public Relations and Corporate Image (December 31, 2020) Alison School "Backed by a comprehensive certification in Public Relations and Corporate Image, skilled in fostering positive stakeholder relationships, managing reputation, and strategically shaping organizational narratives to cultivate a strong and favorable public perception.	Retail Management (July 30, 2021) Alison School Holding a Retail Management certification, I have a profound grasp of impactful merchandising, customer-focused approaches, and operational prowess. These strengths empower me to enhance retail efficiency and elevate customer interactions.