

RESUME

SHUIB SOUDAGAR

Present Address -

Plot No 24, Hatarki Plot,
Malapur Dharwad,
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Seeking Managerial Alignments in Sales & Marketing/Business Development with an organization of reputed Suitable Industries.

EXECUTIVE SUMMARY

- A dynamic professional with 12+ years of extensive experience in the areas of Sales, Marketing, Business Development, Client/Customer Relationship, Team Management.
- Generate customer leads and increase customer footfall.
- Call & invite customers and leads to visit the Store especially during product exhibitions, promotional events/campaigns, etc.
- Support the in-store team in event management and product exhibitions in order to engage the target audience and proper delivery of the messaging of the event.
- Build awareness of the products and services provided by the competitors, update product knowledge, and inform superiors about the latest trends in the market.
- Assist in BTL marketing.



COMPANY : MALABAR GOLD & DIAMOND's.

DESIGNATION : GUEST RELATION MANAGEMENT AND MARKETING

Currently leading the charge in achieving the Retail goals with Malabar Gold & Diamonds Since October 2022 till date.

Roles & Responsibilities:

- Generate customer leads and increase customer footfall.
- Responsible to achieve the individual sales target and execute the company's strategies to enhance the store's profit.
- Greet and receive customers in a welcoming manner, engage with them to understand their requirements.
- Call & invite customers and leads to visit the Store especially during product exhibitions, promotional events/campaigns, etc.
- Support the in-store team in event management and product exhibitions in order to engage the target audience and proper delivery of the messaging of the event.
- Build awareness of the products and services provided by the competitors, update product knowledge, and inform superiors about the latest trends in the market.
- Assist in BTL marketing.
- Direct customers by escorting them to counters, introducing various products, and influencing customers' buying decisions.
- Drive sales through the engagement of customers through suggestive selling by building their confidence.

- Conduct remote selling activities (sales through video calls, etc.) as and when requested by superiors in order to maximize customer reach.
- Perform priority selling in case of aged stock in order to minimize the same by keeping customer satisfaction intact.
- Perform cross selling/cross promotion to HNI Customers by introducing them to all product categories of Malabar Gold & Diamonds.
- Understand & handle queries and complaints of the customer and address them with the right solution.
- Provide excellent customer service, educate customers on benefits – Malabar Promises and product details (e.g., product name, features, making charge, stone charge, etc.) to ensure customer delight in each sale.
- Gather feedback from customers or prospects and share it with the Manager for business improvement.
- Ensure the accurate entry of customer details (e.g., name, address, date of birth, etc.,) after purchase to keep an accurate database of the customers.

Attainments:

- Best Team Management Award in the year 2023-24.
- Regional Best Monthly Plan Promotion Achievement to achieve best Gem Jewelry Sales in the Year 2022-23.

COMPANY: EMIRATES NBD (PACT EMPLOYEMENTS SERVICE)



DESIGNATION: BUSINESS DEVELOPMENT OFFICER.

DURATION: JUNE-2019 TO FEB-2021.

Roles & Responsibilities:

- Maintaining long-term relationships with clients through regular communication and personalised support.
- Handling the onboarding process for new clients to ensure a smooth transition and introduction to the brand's products or services.
- Identifying opportunities to enhance the client's experience.
- Generating additional business through cross-selling or upselling.
- Promptly and effectively address client issues by coordinating with internal teams, especially with key account managers.
- Continuously monitoring client satisfaction levels by gathering feedback and conducting surveys or assessments.
- Know the competition and market trends, and develop strategies to stay ahead.
- Improve and meet sales targets through long-term customer retention.

COMPANY: NATIONAL BANK OF RAS-AL KHAIMA



DESIGNATION: RELATIONSHIP OFFICER.

DURATION: JAN-2017 TO MAY-2019.

Roles & Responsibilities:

- Dealing with all types of financial products as per customer requirements.
- Cold calling to arrange meetings with potential customers to prospect for new business.
- Maintaining and developing relationships with existing customers and new customers via tele-calling.
- Analyzing the customer requirements & advising the client's suitable product for the customer.

COMPANY: NATIONAL BANK OF RAS-AL KHAIMA



DESIGNATION: RELATIONSHIP OFFICER.

DURATION: SEP-2014 TO SEP-2015.

Roles & Responsibilities:

- Dealing with all types of financial products as per customer requirements.
- Cold calling to arrange meetings with potential customers to prospect for new business.
- Maintaining and developing relationships with existing customers and new customers via tele-calling.
- Analyzing the customer requirements & advising the client's suitable product for the customer.



COMPANY: TATA-MARCOPOLO MOTORS LIMITED (DHARWAD)

DESIGNATION: DEPUTY OFFICER- (STORE INCHARGE)

DURATION : SEP-2011 TO DEC-2013

Roles & Responsibilities:

- Handling activities involving, working out various requirements & monitoring overall production operations for during shifts ensuring timely completion.
- Monitoring the activity ensuring necessary inputs (materials, information, data, tools, etc.) are available to the operators to achieve quality productivity & targets.
- Collecting the daily production report as well as cross checking the daily production & store stock.
- Liable for booking the daily production in SAP along with storing the material to assigned location.
- Attending daily shortage meeting highlighting shortage to all concern person.
- Maintaining and controlling quality standards as per given specifications; examining & verifying the methodology for a particular operation and maintaining all quality records & MIS pertaining to QA/QC.

COMPANY: VENTURA SECURITIES LIMITED



DESIGNATION: TEAM LEADER

DURATION: JAN-2010 TO JUNE-2011.

Roles & Responsibilities:

- Developing, motivating and guiding the team towards successful attainment of business objectives.
- Providing training to junior team members and new recruits to take up responsibilities and inculcate strong focus on compliance of policies and regulations and internal controls.
- Opening the demat account for the customers and attending daily morning meeting and circulating leads.
- Cold calling to arrange meetings with potential customers to prospect for new business.
- Maintaining and developing relationships with existing customers in person via calls and emails.
- Analyzing the Market behavior & advising clients on their long & short-term investments.

IT FORTE :

Diploma in Office Management

- MS Word (2007, 2010, 2013, 2016)
- MS Excel (V-lookup, H-lookup, Pivot Table, Accounting, etc)
- MS PPT (PowerPoint Presentation at Management level)

Tally (Banking & Accounting)

- Receipts & Payments.
- Accounts Receivable.
- Accounts Payable, etc.

SAP- MM (Material Management)

- MMBE- Stock overview.
- MB51- Material consumption & stock overview.
- MB02- In-warding receipts.
- MB1B- Production booking.
- MB52- Material requirement as per the engineer drawing.

PERSONAL DETAILS:

Name : **SHIUB SODAGAR**
Father Name : Mehboob Subhani
Date Of Birth : 14/01/1986
Gender : Male
Marital status : Married
Nationality : Indian
Languages : Kannada, English, Hindi, Urdu Etc.

(SHUIB SOUDAGAR)