

SARWAR AZAM

89/9, Mamman House, Vasant Kunj, New Delhi 110070
(+91) 9560-727-087
emailjacky1320@gmail.com

Sales manager with 3+ years of experience driving profitability through strategic growth, leading teams, and quality control. Fiercely competitive in my approach to acquire business, and able to handle complex situations from a strategic perspective. Presently seeking a leadership position with a market-leading, high-growth company that offers opportunities for advancement into sales and management.

PROFESSIONAL EXPERIENCE

Zombie Marketers Pvt Ltd

Marketing Head and Sales Manager

Mayur Vihar, New Delhi

March 2021 – Present

- Supervise sales staff of 7; communicate job expectations and provide direction, support, and motivation to team to meet agreed sales targets and KPI lines
- Strategize and develop procedures to ensure sales team achieves organizational Goals.
- Analyse the demand of project and come up with marketing strategy to achieve results.
- Implement company business plan and provide information for future improvement to business manager.
- Responsible for resolving problems; identifying and analysing market trends; monitoring competitor activities and responding to customer needs
- Experience of managing different projects from different stream like Real Estate, Hotel Industry, Artists, Education, Political Campaign etc

NextGen Global Services Pvt Ltd.

*Sales Team Leader

Saket, New Delhi

December 2017 - March 2021

- Managing the team of 10-15 sales executive
- 2 Years of experience in handling the team
- Assist Freshers and experienced employees to crack sales
- Trained ten new employees with guided instruction by an organization.
- Trained with execution of strategies. New employee performance was notable higher than average.
- Dealt with customer queries before confirmation of sale
- Acknowledged as highest sales conversion holder of \$10k
- Assigning monthly target to team members.
- Taking monthly session to achieve target
- Taking weekly session to motivate team and resolving any issues faced in cracking sales

NextGen Global Services Pvt Ltd.

Sales Executive and tech support

- 2017-2018 worked as sales executive for software.
- Note down the query of customer on call
- Pitch them to upgrade their plan
- 2018 Sales executive in digital marketing
- Make a call and pitch to interested customers (USA)
- Call and schedule a meeting for Digital marketing (India)
- Attend a meeting with client and convert leads to sales

Responsibilities as technical support

- Troubleshoot customer's devices virtually to resolve issues.
- Handling customers with technical difficulties related to printer, router, and computer.

- Use of remote sharing tools to help customers with their system (printer, computer)
- Handled all types of customers (non-technical, irritated, aggressive, sarcastic, and senior citizens)
- Provided details to customers related to their accounts like bills, subscription, and package upgradation.
- Take ownership of customer's escalation and calling them back.

EDUCATION

INDIRA GANDHI NATIONAL OPEN UNIVERSITY

NEW DELHI

B.COM (Hons) 2013

MA (Sociology) 2017

Millia Convent English school Purnia, Bihar

10th (2007)

12th (2009)

SKILLS

- Client relationship management abilities
- Excellent communication skill
- Strong convincing skill
- Adaptive to new work environment
- Ability to work under pressure
- Can lead, train and motivate team for best result
- Language English and Hindi
- Strong work Ethics

*Under my leadership Zombie Marketers Pvt Ltd achieved Best Digital Marketing company Award (Start-Up) in Delhi.