

MOHAMMED OWAIS

CONTACT

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SKILLS

- Strategic Planning & Implementation
- Cross-functional Coordination
- Operational Excellence
- Customer Experience
- Problem solving
- Teamwork
- Conflict Management
- Adaptability
- Salesforce CRM experience
- Process improvements
- Market research

LANGUAGES

English: C2
 Proficient

Hindi: C2
 Proficient

Urdu: C1
 Advanced

PERSONAL INFORMATION

Date of birth: 20/02/1993
Nationality: Indian
Gender: Male

- Qualified CRM Executive with specialization in CRM and deployed CRM platforms like Salesforce Expertise, Leadsquared, Ticketing Platforms like Freshdesk, One Desk.
- Strategic and self-driven professional with extensive experience in consumer insights specialist & analytical professional with over 8 years of experience in generating insights, providing consultation on business diversification, product improvements, market enhancements & penetration.
- Extensive background in advanced management processes. Highly skilled project manager with outstanding team leadership abilities to meet targets consistently.
- Was serving as a User Experience Manager at Think and Learn Pvt. Ltd., excelling in team leadership and customer service initiatives with specialization in managing CRM.
- Leveraged hands-on experience with Salesforce CRM, MS Excel (Vlookup, Hlookup, Index, Match, Offset Function), and data-driven decision-making, with a strong track record of optimizing resource utilization and enhancing business performance.
- Proficient in managing reporting, budgeting, and compliance areas, with superior skills in planning, negotiation, and complex problem-solving.
- Using consumer research & business analysis to understand the competition, channel dynamics, consumer segmentation and positioning, product segmentation and sales performance.
- Outstanding communication & leadership skills that have been put to excellent use in resolving problems as well as promoting a positive work environment.
- Directed cross-functional teams: guiding team members & enabling knowledge sharing among them.

EXPERIENCE

- June 2024 - Current
Inspection Coordinator Sitec Quality Group, Dubai, United Arab Emirates
- Explored and created new ways to resolve problems with processes, technology or team members to improve overall efficiency.
 - Collaborated with staff to formulate budgets and improve department revenue.
 - Measured and accurately processed materials to minimise wastage.
 - Actively listened to customers to fully understand requests and address concerns.
 - Demonstrated outstanding product knowledge to achieve high customer satisfaction levels.
- August 2019 - July 2023
User Experience Manager Byju's, Bengaluru, Karnataka
- Coaching and training a team of 50+ members to enhance performance and customer satisfaction.
 - Improving customer satisfaction ratings through prompt issue resolutions.
 - Managed and maintained customer relationship management CRM systems to track interactions and sales.

- Regularly updated **Salesforce** with accurate, up-to-date account information, enabling appropriate ongoing client care.
- Maintained accurate, up-to-date client records within **Salesforce** and associated CRM tools.
- Kept track of customer communications, details and follow-up requests on **Salesforce** CRM.
- Operated various CRM systems to effectively manage and monitor sales data, including **Salesforce** and Leadsquared.
- Cultivating positive relationships with customers to maximize satisfaction, retention, and overall experience.
- Supervised and delegated tasks to meet key productivity targets, ensuring efficient operations.
- Implemented effective problem-solving and issue-resolution strategies to address difficulties promptly.

November 2016 - June 2019

Area Sales Executive ITC Limited

- Communicated brand identity and corporate position to internal and external customers to foster brand loyalty and recognition.
- Showcased product features and benefits to drive sales.
- Achieved growth and hit sales targets by successfully managing the sales team.
- Managed customer relationships through consultative sales techniques to attain individual sales goals.
- Negotiated contracts with prospective clients to establish partnership terms and conditions.
- Coordinated with marketing department to align sales strategies with overall company objectives.
- Led promotional activities for product launches and special events to increase brand awareness.
- Managed and maintained customer relationship management CRM systems to track interactions and sales.

June 2014 - June 2015

Graduate Engineer Trainee Rolon Seals

EDUCATION

2017

Post Graduate Diploma in Management (Marketing & Finance)
Marketing and Finance
 IMIS, Odisha

2014

B.Tech. (Mechanical Engineering) Mechanical Engineering
 MITS, Odisha