

CURRICULUM VITAE



CM SHAYAN AZIM

Customer support executive

❖ ABOUT ME

I m a customer support executive. Efficient and Effective Sales Representative with 5 Years of Experience in FMCG Product sales and services with Customer retail & Wholesale managing customer.

❖ WORK EXPERIENCE

Overall, 8 years of experience in the field sales & marketing, customer service, inventory management.

Worked in Fly Carton Pvt Ltd South Delhi as a Customer support from 12 August to Jan 2024.

Worked in Moonshot distribution system Pvt Ltd, South Delhi as a Sales Representative from December 2022 to July 2023

Worked in Daily Supermart, Mehrauli, New Delhi as a Store Manager & Customer Support Executive from March 2020 to August 2022

Worked in Zaman Drugs Agency, Mehrauli New Delhi as a sales officer with added responsibility of inventory management from August 2018 to February 2020.

Worked in City Hospital, Darbhanga as a Computer Operator & help desk executive from June 2017 to July 2018.

Worked in Shanti Niketan Medical Store, Darbhanga as a Computer operator from January 2015 to May 2017.

❖ ROLE & RESPONSIBILITY

- Overall responsibility to manage (sales & inventory) the store
- For whole sales business.
- Rostering & weekly / monthly planning for staffs
- Follow up with clients for business requirements
- Handling new / key accounts
- Managing overall inventory (Monthly stock taking & Reconciliation
- Handling sales & client's queries / complaint as well as responsible to resolve the same for patient admission & preparing discharge summary
- OPD / IPD patient billing & compilation
- Upload purchase (medicine & hospital consumables) on software on real time basis
- Handling patient queries on billing related issues

CONTACT

- Mobile No.

9709451194

- Email

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- Address

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Apartment, Mehrauli,
110030

SKILLS

- Problem Solving
- Creativity
- Leadership
- Video Editing
- Customer Support & Service
- Data Entry
- Typing 35

HOBBIES

- Playing Cricket
- Reading Books
- Traveling

PERSONAL DETAILS

- Father's Name:
Md Ehtashamullah Azim

- Date of Birth:
08 January 1995

- Nationality:
Indian

- Language Known:
 - English
 - Hindi
 - Bhojpuri
 - Urdu

❖ **EDUCATION HISTORY**

- Pursuing MBA in Marketing & Finance from Jamia Millia Islamia, Delhi
- Completed Basics of Digital Marketing from Jamia Millia Islamia 2023
- Completed Bachelor of Business Management (BBM) from Magadh University, Bihar in 2014
- Completed Intermediate (I Com.) from BSEB Patna in 2011
- Completed Matriculation (10th) from BSEB Patna in 2009

❖ **COMPUTER AWARENESS**

- Knowledge of MS Office (excel, word, ppt), Microsoft window Internet
- Worked on Busy software (inventory management & billing system)
- Worked on K Value software (inventory management & billing system)
- Worked on Data – man software (Hospital management system)

DECLARATION – I hereby declare that the above information furnished above are complete & correct to the best knowledge