

CURRICULUM VITAE

SHEIK IRSHAD
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Objective:

Join an organization in responsible and challenging position where skills can be exercised to improve the firm's expansion and long-term viability as a successful business concern.

Profile summary:

- Highly motivated, self-directed professional business skills with over 12.9 years of experience in **MALABAR GOLD AND DIAMONDS.**
- Ability to influence, motivate and lead through effective communication and personal interaction skills.
- Committed to work under pressure in fast-paced environments.
- With strong sense of leadership and great ability to effectively deal with people.
- Computer literate and using email, operational knowledge of windows.
- Willing and eager to learn new things and accept new ideas.
- Honest, trustworthy and hard working.

Professional Experience:

COMPANY : MALABAR GOLD AND DIAMONDS
DURATION : 14-12-2009 TO TILL NOW
DESIGNATION : ASSISTANT MANAGER

Sales & Services - Responsibility:

- Resolve customer complaints regarding sale and service.
- Monitor customer preferences to determine focus of sales efforts.
- Preparing and submitting of invoices to various establishments.
- Monitoring stock movement and analyses inventory shortage of any.
- Responsible for meeting sales target of the organization.
- Determine price schedules and discount rates.
- Plan and direct staffing training and performance evaluation to develop and control sales and service programs.
- Monitoring competition and analyzing competitor activity.
- Attending trade shows and exhibitions when required.
- Calling potential clients via telephone or personal visit.
- Liaising with suppliers to check the progress of existing orders.
- Recording sales & order information and sending copies to the sales office.
- Making appointments to meet new and existing clients.
- Vendor & Customer Interaction and making Follow-up for Payments.
- Providing regular support to headquarter management concerning data entry and back up documents.

Human Resources Coordinator – Responsibility:

- Assist with all internal and external HR related inquiries or requests.
- Maintain both hard and digital copies of employees' records.
- Assist with the recruitment process by identifying candidates, performing reference checks and issuing employment contracts.
- Assist with performance management procedures.
- Schedule meetings, interviews, HR events and maintain agendas.
- Coordinate training sessions and seminars.
- Perform orientations and update records of new staff.
- Produce and submit reports on general HR activity.
- Assist with payroll and HR projects.
- Support other assigned functions.
- Keep up-to-date with the latest HR trends and best practice.

IT Coordinator – Responsibility:

- Works with management and other departments to implement a successful IT plan.
- Assists in the implementation of the IT plan and trains the individuals who will need to use it.
- Assist technical support staff in managing tickets to meet helpdesk service level agreement.
- Establishes various guidelines for evaluating the IT systems and determining where changes should be made.
- Assists in budgeting for IT expenses, including the purchase of new equipment and software when necessary.
- Install, maintain and resolve computer and network system equipment issues on headquarters and office locations.
- Implements a plan for repair or replacement of computers and other forms of technology.
- Diagnoses issues when computers or other technologies are not working as they should.
- Forms strong bonds with equipment manufacturers and service providers so that issues can be resolved more quickly
- Conduct server and workstation upgrades to third party software applications used by agency.
- Organize and optimize shared network drives and electronic storage.
- Evaluate computer application training need and conduct end user training.
- Resolve technical issues, new implementations and vendor account changes.
- Controls and users and permissions on network.
- Oversee and evaluate end users technology experience and suggest ways to optimize.
- Prepares regular reports for management officials; attends meetings to present these findings.

Educational Qualifications:

- Diploma In Automobile (Vivekananda Polytechnic Puttur) – 2007
- 2nd PUC (St. Philomena College Puttur) - 2005
- SSLC (St. Philomena High School Puttur) – 2003

Technical Skills:

- Knowledge of Computer Software & Hardware (installation and servicing).
- Knowledge of MS OFFICE
- Knowledge of internet and email communication.

Personal Details:

Name : Sheik Irshad

Nationality : Indian

Date of Birth : 25-01-1988

Religion : Muslim

Marital Status : Single

Passport No : R2124102

Languages : English, Hindi, Urdu, Kannada, Tulu, Malayalam.

I hereby declare that the above information is true and correct to the best of my knowledge.

SHEIK IRSHAD