

S.Anthony Raj, MBA
1992-06-30
00971 54 3893532
antanyraj@rocketmail.com
UAE CAR DRIVING LICENSE NO 1128612
Abubaker Building, Muraqqabat Dubai



UAE Experienced Sales Executive , Branding operations Supervisor & Tech Support Agent with a demonstrated history of working in the Telecommunications industry. Skilled in Technical Support , Customer Service , Banking, Sales, Team Building, Marketing, Branding and Team Leadership. 9+ years Strong operations professional.

PROFESSIONAL EXPERIENCE

Working as a **Senior Tech Sales Officer** in **VertexFx Platform (Hybrid Solutions)** in **Dubai** from August 2021 till now

Worked as a **Technical Support Agent** in ABM Care **Dubai** (Apple inc ASP) **Apple Tech ID Z1F948C3F3** Feb 2018 – March 2021 Employment Duration **3 years**

- Performing Visual mechanic inspection to identify the root cause in Hardware
- Performing Diagnostics to identify the root cause in Software & Hardware
- Finding resolution Within TAT
- Performing Calibration Test , 3D Touch Sensor Test ,Face ID sensor Test,Keypad Test , Track Pad Test , Button Test to make sure technical issues has been fixed
- Following ESD Workstation Management guidelines to avoid accidents
- Certified in ACIT & ACMT

Worked as a **Field Operation Supervisor** in **du** Telecommunication in **Dubai** from February 2017-January 2018 (1 year Contract)

- Supervised 30 Team members as per SOP
- Creating and managing promotional collateral to establish and maintain product branding
Managing the budget for advertising and promotional items
- Competitor and customer insights analysis
- Analysis of sales forecasts and relevant financials and reporting on product sales

Worked as a **Sales Executive** in **Etisalat** Telecommunication in **Dubai** From September 2014 - January 2017 (**2 Years 4 Months**)

- Managed relationships with customers through consultative sales techniques to attain individual sales goals.
- Expanded territory by successfully cold-calling senior leadership and negotiating profitable contracts for all product lines offered.
- Retained clients and obtained referrals by promptly resolving customer complaints, providing value and ensuring quality.

Worked as an **Anti-Fraud Transactions Analyst** at **Seylan Bank PLC** (Sri Lanka) , January 2013
August 2014 (1 year 8 months)

- Monitoring on-line transactions in VISA RISK MANAGEMENT (Debit card, Credit card &Travelers card)
- Monitor real time queues and identify high risk transactions within the business portfolio.
- Interact with banks and customers to validate information and to confirm or cancel authorizations. Identify fraudulent transactions and cancel them from further processing

Customer Service Executive at **Commercial Bank of Ceylon Ltd** (Sri Lanka) June 2011 -
December2012 (1 year 7 months)

- Processing cheque , cash and direct debit payments and withdrawals
- Setting up and maintaining customers' accounts
- Dealing with inquiries
- Promoting and selling financial products and services to customers.

EDUCATIONAL QUALIFICATION

- Completed MBA at AIC campus (Partnership with IPAC school of management, Annecy France)
- Certified Windows Administrator in Turnkey IT campus
- Studied up to Advanced level in Commerce stream on 2011 in Sri Lanka
- Studied Computer Hardware Engineering in Info Tech System

Languages

- ✓ English (Full professional proficiency)
- ✓ Tamil (Native or bilingual proficiency)
- ✓ Sinhalese (Full professional proficiency)
- ✓ Malayalam (Full professional proficiency)

Skills & Expertise

Branding, Team Building, Banking, Typing, Research, Recruiting, Marketing, Online Marketing, Team Leadership, Speech Writing, Customer Service, Sales, Social Media, Active sourcing, Application support , Hardware upgrades, Hardware diagnosis, Technical documents comprehension, Knowledgeable in Mac systems , Troubleshooting proficiency

Reference can be provided upon Request,

I hereby to certify that the above particulars furnished are true and accurate to the best of my knowledge

S.Anthonyraj