

# Safdar Farooque Azam



## Contact

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## Education

Bachelor of Technology:

**Mechanical Engineering** 2011-  
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Jaipur, India { **First Class** }

High School: St. Josephs Public  
School 2009-2011

Samastipur, India { **First Class** }

## Summary

Dynamic Sales Officer with 6 years of experience providing high level of customer service while increasing revenues. Successful at leveraging sales technologies, software and CRM data to identify, analyze and act upon leads, opportunities and sales funnels. Personable communicator focused on exceeding client expectations.

## Skill Highlights

- MS Office
- Negotiation Skills
- Presentation Skills
- Detail-Oriented
- Data Analytics
- Verbal and Written Communication
- Relationship Building
- Competitor Analysis
- Lead Identification
- Customer Portfolio Management
- Analytical and Critical Thinking

## Experience

**Sales Officer** - 09/2019 to 09/2021

**Shell India Market Private Limited, Pune**

- In depth application knowledge of Hydraulic, Gear, Compressor, Engine Oil & Grease.
- Giving technical training and troubleshooting customer issues.
- Handling 2 distributors and team of 7 Engineers.
- Attended trade shows and seminars to promote products and network with industry contacts.
- Recommending products to customer after studying the application
- Formulated techniques for quality data collection to meet expected adequacy, accuracy and legitimacy targets.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Publishing dashboard that captures Cross sell, Up Sell, Churn, New Development etc.
- Worked closely with OEMs with aim to get approval of various products.
- Helping team in building effective sales pipeline for development.
- Analyzing potential of market and planning for Business plan for delivery accordingly.
- Exhibited strong technical aptitude and application expertise resulting in optimized performance, continuous improvement recommendations and product innovation

## Languages

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English – Advanced level  
Hindi – Advanced Level  
Japanese – Basic Level  
Arabic – Basic Level

## Hobbies

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Travelling  
Trekking  
Reading Books  
Tennis  
Language

## Personal Data

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Nationality – Indian  
Marital Status – Single  
Passport Number - T0981522  
Passport Validity - 06/06/2029

## Volunteer Work

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Blood Donation.

## References

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Available upon request.

### Application Engineer – 07/2015 to 09/2019

#### KJK Meisterhonen, Pune

- Accountable for gathering the product specifications, designing and producing the customized Honing tools as per customer component requirements.
- Understanding overall requirement for development and carrying out improvements in existing tools with thrust on reducing cost per component.
- Assisting in taking trial activity for tools over automobile components to achieve the required surface parameters.
- Addressing & resolving technical queries of the Customers through technically feasible & cost-effective solutions.
- Traveled to key account locations to train and provide technical direction for successful completion of product launches.
- Worked with customers for needs analysis, proposal development and vendor costs to produce competitive estimates.
- Taken and successfully completed trial at Japan Nissin for New Generation Engine Block.
- Represented company and promoted products at conferences and trade association meetings.
- Established relationships with key decision-makers within customer's organization to promote growth and retention.

## Certifications

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- The Art of Negotiation.
- Excel Skills for Business.
- Blood Donor Certification.
- Soft Skills for Business Development & Marketing Strategies.
- Sales Pitch & Closing.
- The Art of Sales: Mastering the Selling Process.

## Conferences

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- Emerging trends in Mechanical Engineering.
- Recent Advances & Future Direction in Mechanical Engineering