

SYED MUSHTAQ BASHA

Contact: 9163023 39215 • **E-Mail:** syedmushtaq2000@gmail.com

Dear Sir/Mam,

I am presently working With **Y-Axis Immigration & Overseas Careers Consultancy**, where I am responsible for overseeing and nurturing the strong relationships with clients with a focus on achieving the client satisfaction by understanding their needs and delivering solutions that meet or exceed their expectations. I also develop and implement advanced salesstrategies to achieve the company's goals and increase market share.

Over the years, I have attained proven skills in sparking business growth by bringing a unique combination of sales experience and full product ownership to deliver significant business value and achieve industry reputation & dramatic revenue growth. I hold distinction in delivering innovative, high-quality, properly built products to market efficiently, closing competitive gaps, cementing a competitive edge in the market, and bolstering the bottom-line financial results.

Enclosed is my résumé to provide you with details of my aspirations, abilities, and accomplishments. Thank you in advance for reviewing the enclosed résumé. I look forward to courteously following up with you in an attempt to answer any questions you may have about my professional background and coordinate the schedule of an interview at your convenience.

Sincerely,

Syed Mushtaq Basha

Encl: Resume



SYED MUSHTAQ BASHA HUSSAINI

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“A distinguished background in bringing a generational shift in the business volumes by catalysing its growth without losing focus on the bottom line.”

- Top-notch business-minded Growth Professional with over 17 years of exposure** in creating and implementing high-level strategies that position the business

<ul style="list-style-type: none">Veteran at penetrating new markets, negotiating lucrative deals, and partnering with customers to optimize sales functions for maximum revenue growth.Skilled negotiator and relationship builder, adept at securing high-value contracts and fostering long-term partnerships. Expertise in team development, market opportunity identification, and key account management.Valued for strategic leadership in generating sales to produce award-winning operational performance metrics, seize market share from the competition, and generate extraordinary sales and gross margin gains.Capable of harnessing strategic prowess and propelling a frontline organization toward hyperbolic growth trajectories. Cultivated a culture of peak-performance excellence	<ul style="list-style-type: none">Strategic PlanningSales ManagementMarket OpportunitiesRevenue GrowthBusiness ExpansionBusiness DevelopmentProfitability Improvement <ul style="list-style-type: none">Revenue GrowthBusiness Expansion
EMPLOYMENT OUTLINE	

Working With Y-Axis Immigration & Overseas Consultancy Since January 2025 to Till Date:

Working as a Global Career Consultant:

A **Global Career Consultant** at Y-Axis Consultancy typically plays a critical role in guiding clients towards achieving their career goals on a global scale. Y-Axis is a well-known immigration and visa consultancy firm, so the role likely involves a combination of career counseling and immigration-related advisory services. Here are the key roles and responsibilities for a Global Career Advisor at Y-Axis:

1. Career Counseling and Guidance

- Client Assessments:** Conduct detailed assessments of clients’ qualifications, work experience, and career aspirations to understand their goals.
- Personalized Career Plans:** Develop tailored career plans for clients looking to work or migrate internationally, considering their skills, experience, and the job market in various countries.
- Skill Enhancement:** Advise clients on upskilling or additional qualifications to improve their chances of securing global employment opportunities.

2. Guidance on Immigration and Work Visa Processes

- Immigration Advice:** Provide expert advice on immigration laws, policies, and visa requirements for various countries, such as Canada, the USA, the UK, Australia, etc.
- Visa Options:** Help clients understand and choose the right type of visa based on their career aspirations and qualifications (e.g., work visas, permanent residency, etc.).
- Documentation Assistance:** Guide clients in preparing and organizing the necessary documents for visa applications, including resumes, cover letters, and proof of qualifications.

3. Job Search and Placement Support

- Job Market Insights:** Provide up-to-date information about job markets in different countries, including key industries, employment trends, and opportunities.
- Job Application Support:** Assist clients with resume writing, job search strategies, and interview preparation for positions in international markets.

- **Employer Connections:** Facilitate networking opportunities with potential employers or recruitment agencies to increase the chances of job placement.

4. Market Research and Client Support

- **Industry Trends:** Continuously research and stay updated on industry trends, migration policies, and international job market conditions to provide clients with relevant advice.
- **Client Retention and Satisfaction:** Maintain strong relationships with clients, offering ongoing support and guidance to ensure they are satisfied with the services and solutions provided.

5. Collaboration with Other Departments

- **Cross-functional Collaboration:** Work closely with other teams at Y-Axis (e.g., visa consultants, legal advisors, and operations teams) to ensure clients receive comprehensive services.
- **Team Training and Knowledge Sharing:** Train and mentor junior advisors or other staff members on global career trends and visa-related issues to maintain high service standards.

6. Continuous Professional Development

- **Staying Updated:** Regularly attend professional workshops, seminars, and certification programs to stay current on global career opportunities, immigration processes, and international employment regulations.

7. Client Follow-ups and Case Management

- **Post-Placement Support:** Provide continued support even after clients have been placed in jobs abroad or have successfully migrated. This includes follow-up communication to ensure they are adjusting well to their new roles and locations.

Worked with Excellence Training Centre, Qatar:

Roles and Responsibilities: Senior Course Counsellor: June: 2020 to November 2024

A **Senior Course Counselor** at Excellence Training Centre in Qatar typically takes on a leadership role within the educational consultancy or training center, responsible for advising students on educational and career paths, managing client relationships, and ensuring the delivery of high-quality training services. Here are the key roles and responsibilities of a Senior Course Counselor in such an organization:

1. Counseling and Career Guidance

- **Student Assessments:** Conduct one-on-one consultations with prospective students to understand their career goals, academic background, and interests.
- **Course Recommendations:** Based on assessments, recommend appropriate courses, certifications, or training programs that align with the student's aspirations, skills, and future career goals.
- **Career Path Planning:** Provide guidance on long-term career planning and how specific training or courses can enhance the student's employability or advancement in their field.

2. Course Information and Advice

- **Course Details:** Provide comprehensive information to students about the various courses and programs offered at Excellence Training Centre, including curriculum, duration, certifications, and potential career outcomes.
- **Industry Trends:** Advise students on the current industry trends and skills that are in demand in the local and international job market to help them make informed decisions about their education.
- **Admissions Process Guidance:** Help students navigate the admissions process, including application submission, documentation, and any other prerequisites for enrolling in their chosen programs.

3. Client Relationship Management

- **Building Strong Relationships:** Develop and maintain strong, professional relationships with students, prospective clients, and educational partners.
- **Ongoing Support:** Provide continuous support and follow-up to ensure students are satisfied with their course choices, and assist them with any issues or concerns during the duration of their studies.
- **Feedback Collection:** Gather feedback from students to assess the effectiveness of courses and counseling services, and use this data to improve the services offered.

4. Sales and Enrollment Target Achievement

- **Enrollment Goals:** Work towards achieving set enrollment targets by effectively advising students and closing enrollments for various training programs.
- **Marketing Support:** Collaborate with the marketing team to promote training programs, workshops, and events that will attract potential students.
- **Sales Presentations:** Conduct presentations or seminars on the benefits of the courses, training programs, and certifications offered by the center.

5. Administrative and Reporting Responsibilities

- **Enrollment Documentation:** Oversee the completion of necessary documentation related to student admissions, including contracts, payment details, and academic records.
- **Reporting:** Prepare reports on student counseling outcomes, course enrollments, and overall performance for management review.
- **Data Management:** Ensure that all student records are maintained accurately and confidentially in the organization's database.

6. Quality Assurance and Continuous Improvement

- **Service Improvement:** Continuously assess and improve the counseling services based on feedback and the changing needs of students and the industry.
- **Quality Control:** Ensure that the counseling process follows the established standards and best practices, maintaining the quality of service at all times.

7. Market Research

- **Competitor Analysis:** Monitor trends in the training and education sector, analyze competitors, and suggest improvements to ensure the center's courses remain competitive and appealing to potential students.
- **Student Needs Analysis:** Continuously assess the evolving educational and training needs of students and suggest new programs or updates to existing ones.

8. Communication and Marketing

- **Engagement with Students:** Maintain clear communication with students through various channels such as phone calls, emails, and face-to-face meetings to ensure effective engagement.
- **Promotional Activities:** Participate in the development of marketing strategies and assist with promotions to attract new students.

Key Skills and Qualities for the Role:

- **Excellent Communication Skills:** The ability to communicate complex information clearly and persuasively.
- **Leadership and Management Skills:** Ability to lead and mentor a team of counselors while achieving organizational goals.
- **Strong Knowledge of the Education Sector:** Familiarity with various training courses, certifications, and career pathways available.
- **Sales Orientation:** Proficiency in converting counseling sessions into successful enrollments.
- **Problem-Solving Skills:** Ability to manage and resolve conflicts effectively.
- **Customer Service:** A strong focus on delivering excellent customer service and maintaining positive relationships with students.

Dec 2011 – May 2020: Jacobs International Holdings Inc – Abu Dhabi – UAE
Contracts Administrator in the Contracts & Procurement Department

Key Deliverables:

- Administered ongoing EPC major contracts, project management consultancy agreements, third-party inspection contract agreements, minor contract service orders, and call-off contract services for shared services.
- Validated and processed invoices from the Contracts Department for higher-level approval, including consultant time sheets.
- Managed and approved Manpower Mobilization Requests (MMRs).
- Verified staffing plans from Third Party Inspectors (TPIs) and Project Management Consultants (PMCs).
- Registered all EPC major contracts and compiled weekly reports on financial commitments, expenditures, variation orders, claims, and set work instructions.

Dec 2010 – Jul 2011: Emirates Bank – Dubai, UAE as Relationship Executive

Key Deliverables:

Completed sales of diverse retail products, encompassing credit cards, personal loans, and auto loans.
Guided customers towards suitable investment plan options.
Motivated customers to initiate fixed deposit accounts.
Addressed and resolved customer inquiries and grievances.
Adapted to business needs by extending work hours when necessary.
Provided exceptional customer service consistently.

PRIOR WORK HISTORY

May 2006 – Dec 2010: BUZZ Contact Center Solutions. (Group of Emirates Bank), Dubai – UAE

Sr. Customer Care Executive

Jun 2005 – May 2006: Airtel Telecommunications (Hyderabad – India)

Customer Service Executive

Jun 2002 – May 2005: Reliance Info Comm – (Hyderabad – India)

C3 Executive: Customer Convenience Centre Store In-charge

PROFESSIONAL ACCOLADES

Achieved the best National Cadet Course certificate (NCC) in India.
Appreciation letter from the Circle Head of Reliance Infocomm for the best customer service and sales executive.

ACADEMIC CREDENTIALS

Master of Business Administration from Indian Institute of Management, Mumbai

B.com, from S.K. University, Anantapur

CFM (Certified Facility Manager Course completed, Qatar)

Certified Document Control Management Course completed, Qatar

Board of Intermediate Education from Govt, college, Anantapur

Board of Secondary School Education, Anantapur

PROFESSIONAL QUALIFICATIONS

Detailed knowledge of banking systems CRM, Vision Plus, Base 24, AS 400 & Sigcap Microsoft Office – Word, Excel

Detailed Knowledge of various EDMS Software (Aconex)

Completed Digital Marketing Certificate Course from Delhi School of Digital Marketing, Hyderabad.

Diploma in Business Management (Shipping)

Diploma in Computer Applications

Diploma in PC Maintenance

PERSONAL DOSSIER

Date of Birth: 14th Jul 1982 | **Nationality:** Indian | **Languages Known:** English, Hindi, Urdu, & Telugu