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Dynamic professional with 4+ year’s extensive experience in the commercial industry. Embarked an outstanding record in aggressive sales, strategic marketing, results-oriented client relations and high standard customer service embracing different enterprise viz. Also demonstrated strong competencies in handling cashier functions, basic accounting support, and team supervision and operations management. Admired and valued for consistent top performance primarily in carrying out multiple tasks simultaneously, performing well in challenging and pressure-driven environment, dealing with tact with multicultural clients, and delivering service at the highest quality standard to ensure customer satisfaction. Highly-driven and proactive team leader with excellent organization, coordination, communication and interpersonal, skills combined with presentable personality and professional business style.

**STRENGTHS**

+ Broad-based Sales Experience in Pak + Strong Orientation in Handling Cashier Functions

+ Admirable Product Presentation–Client Convincing + Accomplished Team Leader & Supervisor

+ Outstanding Client Relations & Customer Service + Organization & Coordination Abilities

+ Driven to Achieve Sales Target & Client Satisfaction + Proactive – Dynamic – Vibrant Personality

# CAREER SNAPSHOT

Cashier/ Sales, Hafiz sweets & Backers June 2011– March 2014

Sales Associate, Chief Shoes & Manufactured Company, Pakistan Feb 2010 – May 2011

# CORE COMPETENCIES

Indoor Sales

* Greet customer entering the shop and understand their requirements.
* Understand customers’ requirements. Recommend products based on customers' needs and interests.
* Demonstrate products and explain product features. Reply promptly and professionally to customer queries about product specifications, pricing, payment methods, warranty, delivery, etc.
* Estimate or quote prices, credit or contract terms, warranties, or delivery dates.
* Calculate price discounts and prepare invoices. File all cash receipts along with product sales invoice copy.
* Keep record of customer information for customer call reports.
* Uphold knowledge of all products - service lines, policies, procedures and support services of company.
* Share best practices, ideas, approaches, know-how, cross-selling opportunities and market-knowledge between various groups across the organization.

Customer Service

* Act as first point of contact for clients while projecting professional image at all times.
* Accord highest attention to customers. Process customer transactions and respond to products and services inquiries in a responsive, accurate and timely manner.
* Ensure understanding of client needs through great attention to detail. Display high quality, prompt and professional customer service to achieve customer satisfaction, repeat and referral business.
* Apply basic concepts and procedures of handling client’s complaints while meeting quality standards.
* Obtain and examine all information to assess validity of complaints.
* Refer unresolved grievances to designated department for further investigation.
* Keep records of customer transactions, details of inquiries, complains, issues, comments and actions taken.

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Cashier & Sale Duties

* Receive payment by cash, check, credit cards, vouchers, or automatic debits.
* Issue receipts, refunds, credits or change due to customers.
* Establish or identify prices of goods or services.
* Tabulate bills using calculators, cash registers or optical price scanners.
* Process merchandise returns and exchanges.
* Maintain clean and orderly checkout areas.
* Perform any combination of routine calculating duties to obtain financial data for accounting records.
* Compile statistical, financial, accounting or auditing reports and tables pertaining to such matters as cash receipts, expenditures, AR/AP and P/L. Coded documents according to company procedures.
* Reconcile or note and report discrepancies found in records.
* Assist in preparing sales reports, keeping sales records, and filing expense account reports.
* Deal with banking transactions as per request.

Store Management Support

* Direct and supervise sales team including inventory-taking or in performing services for customers.
* Monitor sales activities to ensure that customers receive satisfactory service and quality goods.
* Instruct staff on how to handle difficult and complicated sales.
* Assign employees to specific duties. Provide assistance in hiring, training and evaluating personnel.
* Examine merchandise to ensure that it is correctly priced and displayed and that it functions as advertised.
* Monitor inventory stock and reorder when inventory drops to a specified level.

# EDUCATION

Bachelor of Arts G.C University, Pakistan

Intermediate, Faisalabad Board, Pakistan

# IT SKILLS

Proficient in MS Office (Word, Excel), E-mail & Internet Applications

# PERSONAL DETAILS

Nationality : Pakistani

Date of Birth : 13 March 1991

Marital Status : Single

Languages : English, Hindi & Urdu

# REFERENCES

Available upon request.

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