

CONTACT

***Salman***

[***Salman.290566@2freemail.com***](mailto:Salman.290566@2freemail.com)

***Driving License: Yes***

AREAS OF EXPERTISE

*Team Leadership*

*Business Development Merchandising*

*Customer Service*

*Client relationships*

PROFESSIONAL

*English, Hindi speaker, Arabic (Basic)*

*Certificate course-*

*‘O’ level (UPTEC)*

PERSONAL SKILLS

*High energy levels Proactive*

*Organized*

*Courteous but firm character*

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**PERSONAL SUMMARY**

I am concerned with shaping my career in the widespread field of SALES AND CUSTOMER SERVICE, with its different areas like managing day to day operations, consulting, handling customer queries, end to end customer handling, Business Development, maintaining customer relationships Imparting training & development sessions, etc. In this regard whatever little exposure I have received in the recent past and whatever I would be receiving further, would be put into practice for the purpose of converting myself into a responsible and hard core business professional.

**WORK EXPERIENCE**

***National Stores LLC – Dubai.***

**SHOWROOM INCHARGE** April 2012– Present

Responsible for driving results by providing directions, support and guidance to the sales team in the areas of sales, revenue generation and cost control.

***Duties****:*

* Achieving sales targets set each month by the senior Sales Management team
* Brief and guide the staff on achievement of daily/monthly sales target.
* Conduct regular store meeting.
* Ensure all products are price tagged and bar coded before display.
* Helping customers to know the complete product range and varieties with best deals available.
* Manage store revenue, including cash handling, deposit reconciliation and delivery of deposits to bank.
* Giving monthly SKU’s plan for each category to the management.
* Ensuring that product deliveries and movements are processed according to company stock management guidelines.
* Maintaining the staff evaluation report in weekly basis

***National Stores LLC – Dubai.***

**SALES EXECUTIVE (Outdoor)** March 2010 – April 2012

Responsible for representing the company’s brand and maintaining long term relationships with exciting accounts in a competitive market place. Used direct selling techniques including phone and e-mail communication to increase brand awareness.

***Duties****:*

* Responsible for obtaining and maintaining long term key customers by comprehending their requirements.
* Expand the relationships with existing customers by continuously proposing solutions that meet their objectives.
* Ensure the correct products and services are delivered to customers in a timely manner.
* Making LPO as per the buyer’s requirement.
* Daily visit to power retailers for concerns related to orders, stock supply, and merchandising.
* Responsible for the timely payment collection, as per the credit policy for each sale.
* Negotiating on price, costs and specifications with buyers and managers.

SOFTWARE SKILLS

*Windows, office*

*MS Excel, Internet*

*VISACC (V.1.2.0)*

***Shoppers Stop (K. Raheja Corp. Group) – India.***

**RETAIL MERCHANDISER** Dec 2007 – Jan 2010

Responsible for representing the company’s brand and maintaining long term relationships with exciting accounts in a competitive market place. Used direct selling techniques including phone and e-mail communication to increase brand awareness.

***Duties****:*

* Determines call schedule by reviewing priorities with supervisor discussing special instructions, product, promotions and prices changes.
* Maintaining store shelves, by observing displays of company products, removing damage and ageing products from the shelves.
* Developed strong relationship with customers, maintained cordial relations with existing and new customers.
* Focused on achieving sales goals and quality performance.

KEY SKILLS AND COMPETENCIES

* Adapting selling techniques and style to suit a specific audience.
* Responding professionally to client rebuttals.
* Ability to function under pressure.
* Enjoy working in a fast paced environment where autonomy is encouraged.
* Greeting customers in a professional manner and listening to their needs.
* Confident when speaking to a single person or to an audience.

ACADEMIC QUALIFICATIONS

# I.E.M UP Technical University, India 2004- 2006

Master of Business Administration (M.B.A)

# Lucknow Christian College, India 2001- 2004

B.com