***LOGMAN KHALIFA AHMED***

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| **Personal Profile:** |

An articulate, presentable driven individual who can thrive in any fast paced retail environment. Possessing the ability and confidence to contribute to the smooth running of a company and possessing the ‘can do’ attitude required to be able to get things done. Communicates well with customers and demonstrates a helpful attitude at all times on the shop floor. Polite and professional with excellent customer services skills, and is experienced at having appropriate Till Point Conversation with every customer to add on sales and increase the average transaction value. Possesses a flexible and positive approach to all tasks allotted and able to work effectively independently and as part of a team, with a vast experience in customer service and retail and security environment. Currently looking for a suitable customer facing sales assistant role with a company where no two days are the same.

Nationality : British

Sex : Male

Marital Status : Married

Languages : English, Arabic

Date of birth : 22/05/1972

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| **Skills and Abilities:** |

* Excellent customer service skills
* Enjoys interacting with customers
* Capable of identifying sales opportunities & trends
* Have the ability to listen to the customer’s needs
* Able to prioritize workload even when under pressure
* Resourceful in problem solving skills, good decision making skills
* Organizational skills
* Creative – visual merchandising
* Communication skills: fluent in Arabic and English
* Proficient in use of MS Word, Power point, MS Excel and MS Access.
* I am observant and safety conscious.
* I am totally trustworthy, honest and have highly level of patience.
* I can communicate well with all types of people.
* I am IT literate.

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| **Employment History:** |

* **2000-2006 *Receptionist @ stoke on Trent council.***

Providing office supports service in order to ensure efficiency and effectiveness within the hamlet office.

Receiving and direct relay telephone messages and fax messages direct the first nations members and general public to appropriate staff pick up and deliver the mail, open and dates stamp all general correspondence, maintain the general filing system and file all correspondence, assist in the planning and preparations of meeting conference and conference telephone calls maintain an adequate inventory of the office supplies, respond to the public inquiries.

* 2007-2011 ***Customer service assistance @ Argos stores***

Providing proper information regarding the products answer all customer questions taking order from customer in the stores and on line and over the phone dealing within customer complaints and understanding their problems and find the best supports according to company police , taking payment from customer in cash and over the phone by bank card.

* 2012-2015 ***Customer service @Halifax bank London***.

Providing proper information concerning the products and services offered by the bank , understanding the clients problems and resolving their complaints and handling common complaints and questions when is necessary provide support in particular complaints , advising customer what service or product would be appropriate for their requirements.

* 2015 **present**

Self employee

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| * **Educational and Training:** |

* 1991-1993 high school Sudan
* 2005-2006 Foundation in biology Staffordshire university England
* 2006 SIA certificate and SIA license for security supervisor and health and safety.
* 2003-2004 Access to the higher education.
* 2011-2012 Customer service course

**Job Seeker First Name / CV No: 1822830**

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