 **AZAD**

**AZAD.304569@2freemail.com**

* **PROFILE:**

 A highly motivated and ambitious individual having 12 years of experience in

 formulating and implementing competitive sales and marketing strategies, able to give

 timely and accurate advice, guidance, support and training to team members and

 Individuals. Possessing excellent management skills and having the ability to work

 with the minimum of supervision whilst leading a team. Also having skilled in

 planning and implementing strategies and building networks. Having a proven ability

 to lead by example, consistently hit targets, improve best practices and organize time

 efficiently.

 Now looking forward to making a significant contribution with an organization that

 offers a genuine opportunity for progression.

* **STRENGTHS:**

 Fast learner, Decision making, Goal oriented, Self-driven, Team Management,

 Good communication skills.

* + **TECHNICAL SKILLS:**

Operating System: Microsoft Windows 98/XP/Vista/7/8.

 Programmes: MS office 2003/2007, Adobe.

* **KEY SKILLS AND COMPETENCIES:**
* Strong decision making and problem solving skills.
* Able to motivate and lead others in a team environment.
* Excellent communication skills, both written and verbal.
* An ability to build rapport and trust quickly with work colleagues.
* Able to prioritize tasks and workloads in order of importance.
* **WORK EXPERIENCE:**

 **Total experience of 12 years in the field of Retail sales and marketing.**

**PROFESSIONAL CAREER IN THE UAE AND QATAR**

* **7CS DIAMOND JEWELERY LLC(JEWEL CORNER)** 

**STORE INCHARGE Oct 2014 – Present.**

 Ensure customer delight by delivering high standards of retail environment, product

 availability, high quality staff interface, resolution of customer complaints and

 maintaining high level of customer loyalty.

 **Duties**

* Achieve and exceed sales targets for the store by enhancing conversion ratios and

 average transaction values.

* Ensuring a smooth sales transaction, cash handling, and accounting.
* Achieve customer delight by meeting and exceeding customer expectations and needs, resolving grievances and complaints by effectively lessoning with related departments and services.
* Provide leadership in the store especially in the absence of the store manager.
* Manage inventory in such a way that it is correctly accounted, available, provides high returns on investment.
* Ensure that all administrative/documentation processes pertaining to store operations

 are carried out in a timely manner.

 **PROFESSIONAL CAREER IN INDIA**

* **HYUNDAI MOTORS INDIA LTD** 

 **ASST.SALES/ CUSTOMER RELATION MANAGER** **Aug 2013 – Oct 2014.**

 Ensuring that staff are motivated, monitored and measured in line with organization

 targets and performance standards. Responsible for making sure that any gaps in

 performance or quality are quickly identified and addressed. Producing accurate

 reports on team performance for senior manager.

  **Duties**

* Preparing daily workloads for staff and co-coordinating the daily allocation of work.
* Report to the Sales Manager regarding objectives, planned activities, reviews and analyses.
* Monitor customer satisfaction and implement approaches to better serve the customer
* Deliver vehicles to customers. The delivery process ensures that the customer understood the vehicle's operating features, warranty and paperwork, which lays the foundation for customer loyalty.
* Work in showroom settings and also on the field to make personal meeting with the client to understand their experiences
* Arranging and chairing weekly team meetings, focusing on targets and achievement.
* **SUZUKI INDIA LTD** 

 **TEAM LEADER** (New Car Sales) **Dec 2007 – July 2013.**

 Ensuring achievement of sales target set by the management for the team. Planning

 action plan and marketing strategies.

 **Duties**

* Achieve unit sales targets for new cars and related products with a sales team.
* Assumed responsibility for the entire sales process, including: Getting to know the client via an in-depth interview.
* Arrange corporate meetings and product presentation for the corporate clients.
* Developed new business and leads and increased client base through focused personal marketing efforts that include, but not limited to, direct mail, networking affiliations and telemarketing.
* Maintained comprehensive knowledge of pricing and specifications of competitive vehicles to provide clients with informative comparisons.
* Accommodated the client's product preference via presentation and demonstration.
* Made effective deliveries by following all sale details, inspecting every car sold, introducing clients to the Service Manager, and making a personalized delivery of the car.
* **ORBIT FAMILY SHOPPEE**

 **SHOWROOM MANAGER** (Garments Retail Store) **Sep 2004 – Nov 2007**.

 Responsible for maintaining the overall image of the showroom. Sensibly display of

 the product so that it immediately catches the attention of the customers. Also ensure

 the store meets the expectations of the customers and lives up to its predefined brand

 image. Monitoring the performance of each sales consultant thereby ensuring high

 performance standards

 **Duties**

* Ensure daily sale of garments as per the set target.
* Maintain daily sale report.
* Place orders according to the changing trend.
* Maintain the inventory.
* Set weekly targets for the sales staff and monitor the achievement of the same.

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#  **ACADEMIC QUALIFICATIONS:**

 Higher Secondary Education (H.S.S.C.)

#  Passed in second grade in science stream from Goa Board of Education in 2002.

 Secondary Education (S.S.C.)

 Passed in second grade from Goa Board of Education in 2000.

* **OTHER ACHIEVEMENTS:**
* 2nd runner up in sales expert contest for west 1 region (sales skill competition among the top dealerships organized by Suzuki India Ltd).
* 2ndrunner up in sales captain contest for west 1 region (sales skill competition for sales team leaders by Suzuki India Ltd).

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 Declaration:

 I hereby declare that the above information is true to the best of my knowledge and

 belief.

 Reference – Available on request.