

**Niaz**.

**Niaz.314959@2freemail.com**

**PERSONAL INFORMATION**

" Date of Birth : 11.06.1980

" Sex : Male.

" Marital Status : Married.

" Place of Birth : Mumbai,

" Nationality : Indian.

" Languages Known : English, Hindi (Read, speak &Write)

 Arabic (Beginner level)

“ Driving License : Yes, U.A.E.

**PROFESSIONAL EXPERIENCE IN DETAILS:**

Worked for **Western International College**, Ras Al Khaimah, U.A.E as an AdminandMarketing Executive from September 2013 to September 2016.

Worked for **Fidelity Information Service (FIS Call Centre)**, Powai, Mumbai for 7 months as a Team Member for Chat process, O2.

**Centrepoint, A Landmark Group Enterprise…22 Months**

Worked as an Assistant Store Manager in Lifestyle, CentrepointCorniche, Dammam, Eastern Region K.S.A.

Worked as a Store In charge in Lifestyle, Centrepoint Al Ahsa Mall for a period of 15 Months.

**JOB RESPONSIBILITIES**:

Ensure regular training of store staff on all aspects of customer service, product knowledge and selling skills
 Interpret and act on operational profit and sales reports generated through finance and focus on improving under-performing areas
Monitor sales performance against last year, last week and budget on a daily and weekly basis and to give feedback to managers and also to communicate to staff
Shop Keeping and Store Standards
Prepare and review store reports on sales, commercial profit and stock ageing (slow moving, fast moving and non moving items)
Maintain a high level of store health and security for company assets, cash, stocks

Review and provide regular Customer feedbacks, Staff’s Suggestions and Business performance reports to the Management.

**Rivoli Group - United Arab Emirates.**

May 2004 - Dec 2005 worked a Sales Associate in **Mont Blanc Boutique** Marina Mall and Abu Dhabi Mall.

Jan 2006 - Mar 2008 - **Boutique In charge- Mont Blanc Boutique**, Abu Dhabi.

April 2008- Dec 2008- Worked as a (**Boutique - AssistantManager)** in **Mont Blanc Boutique**, Burjuman.

Jan 2009- Oct 2009- Worked as a (**Boutique - AssistantManager)** in **Mont Blanc Boutique**, Dubai Festival City.

Nov 2009- Feb 2010- Worked as a **Boutique In charge** in Mont Blanc Boutique, Grand Hyatt Hotel, Dubai.

**JOB RESPONSIBILITIES**

 Develop and monitor the high quality of customer service expected of the luxury brand.

 Identifying and providing necessary staff training to existing and new boutique staff, other Mont Blanc distributors.

 Achieve targeted figures in sales on a monthly basis.

 Manage Sales effort with Corporate and Institutional clients.

 Coordinating with Brand manager/store for ordering and receiving stocks.

 Organize and monitor the stocking, displays in the boutique to match customer profile.

Book keeping in the Boutique in addition to Presenting Sales Reports and Progress charts.

 Regular Stock taking and ensuring there are no stock shortages.

 Implementing uniform visual merchandising concepts and maintaining high standards in the overall boutique upkeep.

 Awareness of Competitor Activity.

 Co-coordinating with Customer Care Centre for after sale Service.

 Complaint Handling.

 Implementing CRM at the store level and providing relevant feedback to HO.

 Analyzing ageing stock and determining effective ways of selling it.

 Interfacing with Mall Management.

 Maintaining relationships with customers by regularly updating them on New Collections and promotions in the Boutique.

Worked for **MAXXIS COMMUNICATIONS**. (Franchisee for BPL MOBILE COMMUNICATIONS LTD) from January 2003 till April 2004.

**MY JOB PROFILE**:

 Was working as a Customer Service and Sales Representative.

 Handled Sales for the Products of BPL Mobile Comm. Ltd.

 Use to work on a CRM System.

 Mainly Includes Interaction with the Walk-in Customers for Sales and After sales Services.

Worked for **G.M. GIFTS PVT LTD CO**. For 2.5 yrs.

 **MY JOB PROFILE**:

 Was handling the entire Process of the orders which were been received from Huge players in the field of E-Business like Rediff.com, Samachar Gifts, Satyam Online etc.

 Had to constantly co-ordinate with our clients as well as our centers all over India in an around 65 Cities for complete order execution and customer feedback.

Worked for **INDICA MARKET RESEARCH CO**. for 3 Months.

**MY JOB PROFILE**:

 Was handling the complete management information system (MIS)

 I had to Co-ordinate with the different units and branches spread all over India for the project reports.

 Had to report directly to the President of the Field Dept of the Company, updating day to day project reports.

**ACADEMIC / PROFESSIONAL QUALIFICATIONS**

¢ Completed S.S.C from Mumbai University, India with First Class.

¢ Completed H.S.C from Mumbai University, India with First Class..

¢ Completed Bachelors in Commerce from Mumbai University, India with First Class.

**COMPUTER SKILLS**:

Completed **Diploma in Commercial Computer Applications**frm CSI, Mumbai,

 This includes Microsoft Windows and Office Tools - Word, Excel & Power Point.

 Completed **E-Learning course** which covered topics like

1. Customers, Conflict and Confrontations.
2. Sales Communication Foundation.
3. Service Teams and Service Stars.
4. Getting Results by Building Relationships.
5. Enhancing Listening Skills.
6. Creating a Positive Attitude.

**GROOMING:**

Have attended **“Business Dress Code”** Training Conducted by Etiquette House, Dubai.

**EXTRA CURRICULAR ACTIVITIES:**

" Participated in Inter Collegiate Table Tennis and Cricket Tournaments.

" Was Winner for the 3 Consecutive yrs in Inter Class Table Tennis Tournament.

**HOBBIES**

Listening to Music, Watching Adventure and Best Rated Movies, Gaming - physical and virtual, Tropical Fishes, Pets.