**Sanil**

**Sanil**.331081@2freemail.com

***Residence: Fujairah, UAE.***



**PROFESSIONAL PROFILE**

* **A MBA graduate in International Management with Years of experience in retail sales and management.**
* **Possesses outstanding interpersonal skills with the demonstrated ability to form excellent working relationships and maintain positive customer relations in support of business**
* **A natural leader confident in supervising staff and committed to delivering the efficient running of retail operations; successfully meets sales targets**
* **Experience of analyzing sales figures and predicting future trends, manages stock effectively**
* **Excels under pressure and can multitask, enjoys working for a successful organization**



**SALES EXECUTIVE**



**Dubai, UAE** **02/2014 - current date**



**Award: Performance Excellence Award for the year 2015**

* **Demonstrating excellent interpersonal skills, forming positive relationships with colleagues and customers**
* **Responsible for providing excellent standards in customer service, assisting customers with inquiries and striving to achieve customer satisfaction**
* **Handling all customer queries via telephone, email and face to face; providing expert advice and promoting recommended products to achieve and exceed sales targets**
* **Operating bills and hand held card device, ensuring payments are processed efficiently and accurately; producing daily sales reports**
* **Providing basic technical support ,responsible for handling customer complaints effectively, acting in a professional and courteous manner in support of business**
* **Carrying out merchandising, arranging product displays to attract customers and increase sales; fixing price tags**

**STORE MANAGER – VCR & COM .ENTERPRISE Ltd**



|  |  |
| --- | --- |
| **Oxford, UK** | **03/2010 – 03/2012** |



* **Responsible for managing and motivating team to increase sales and ensure efficiency throughout business processes, ensuring highest standards in customer service**
* **Managing stock levels and making key decisions about stock control on a daily basis**
* **Demonstrating ability to research and analyse information; analysing sales figures & forecasting future sales**
* **Processing sales as and when required, managing tills to ensure accurate and efficient transactions**
* **Responsible for assisting in Human Resources, including interviewing potential staff, conducting appraisals/performance reviews as well as providing training**

|  |  |  |
| --- | --- | --- |
| **TEAM LEADER – TESCO STORES Ltd** | **10/2010 -10/2013** |  |
|  |  |
| **Oxford-UK** |  |
|  | **Note: Part time 10/2010** | **- 03/2012** |  |
|  | **Full time 03/2012** | **- 10/2013** |  |

* **Responsible for supervising staff, overseeing the efficient running of assigned department in compliance with brand image and company policies**
* **Opening deliveries and unpacking goods, filling shelves and monitoring stock levels**
* **Maintaining a clean and safe working environment, complying with standard Health & Safety regulations**
* **Working across multiple sections as necessary, demonstrating flexibility in undertaking job tasks**



**EDUCATION**

**MBA** **International Management, University of Wales, UK (2011)**

**BBM** **Finance, Kannur University, India (2009)**



* **Operating System: Windows 98/2000/XP/7/8**
* **Packages: Microsoft office 2007, 2010, 2013**

**And other Internet applications**



**Nationality** **: Indian**

**Marital status : Married**

**Date of birth** **: 22-April- 1989**

**Current Basic Salary: 4500 AED**

**Expected CTC : As per company policy**

**Location** **: UAE (willing to locate anywhere)**

**Languages Skills: Malayalam (mother tongue) and English (Fluent to speak, read and write)**