

Contact HR Consultant for CV No:338969

E-mail: response@gulfjobseekers.com

Website: <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php>

**Talented retail sales / customer service representative with diverse experience in clothing, furniture & general items sales. Good working knowledge of doing different job activities as Cashier & can handle all type of office admin work**

**Looking for job in sales or clerical position in company, where I can utilize my young talent, boost knowledge & grow myself with growth of company.**

**Arif Shamsi General Trading Company- Dubai-United Arab Emirates Accounts/Clerical job/ Indoor Sales- 2013- continue**

**(Dubai based general trading company where I do multi job, which involves most responsibilities including office work till looking sales.) My job profile which includes but not limited to:**

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| --- | --- |
|  |  **Respond promptly to customer inquiries & handle and resolve customer complaints** |
|  |  **obtain and evaluate all relevant information to handle product and service inquiries** |
|  |  **provide pricing and delivery information** |
| **Work Experience** |  | **perform customer verifications** |
|  |  **set up new customer accounts** |
|  |  **process orders, forms, applications and requests** |
|  |  **organize workflow to meet customer timeframes** |
|  |  **direct requests and unresolved issues to the designated resource** |
|  |  | **manage customers' accounts** |
|  |  **keep records of customer interactions and transactions** |
|  |  **record details of inquiries, comments and complaints** |
|  |  **prepare and distribute customer activity reports** |
|  |  | **maintain customer databases** |
|  |  | **manage administration** |

 **communicate and coordinate with internal departments**

 **follow up on customer interactions**

 **provide feedback on the efficiency of the customer service process**

**Educational Details**

**Technical Details**

**Key Skills**

**Toyota Central Motors-Karachi-Pakistan**

**Office Clerk- Admin Assistant-Junior Accountant-2007-2012**

**(Toyota Central Motors is one of the oldest and largest dealers, dealt in sales of all domestic Japanese vehicles and also run auto workshop facility at different places.)**

**Job Profiles**

* **Post and process journal entries to ensure all business transactions are recorded**
* **Assist in the processing of balance sheets, income statements and other financial statements according to legal and company accounting and financial guidelines**
* **Assist senior accountant in performing general ledger entries.**
* **Prepare invoices for parts & servicing of vehicles.**
* **Prepare sales & purchase reports.**
* **Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders and address complaints.**
* **Answer telephones, direct calls and take messages.**
* **Compile, copy, sort, and file records of office activities, business transactions, and other activities.**
* **Complete and mail bills, contracts, policies, invoices, or checks.**
* **Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems and personal computers.**

**Bachelor’s Degree in Commerce – Karachi University-**

**Computer literate**

**Worked & experience of stock inventory software- Captrux Worked & Experience of POS system (cloud based) Good keyboard speed of up to 50 WPM**

* **Customer & service oriented mentality.**
* **Understanding of multicultural environment & can adopt with any working conditions.**
* **Long term working mind set with best adoptable relations**
* **Commonly aware of team work, multi task or time management to acceptable levels.**
* **Achieved good reputation of honesty, Hard work & strong work ethics from all previous employments.**