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Mustaafi

Mustaafi.347387@2freemail.com

SUMMARY

Possessing 5 years of sales experience behind me in the GULF region, has made me professionally competent to deliver an extra-ordinary client service with proven records of accelerating sales growth, higher customer loyalty levels and effective serving. Ability to manage well as an independent contributor and as a team member have taken me heights to stand out in performance

OBJECTIVE

The challenging career in the field of retail ,where I can make the best out of my knowledge and ideas in reaching the goals of the Organization or providing good service to the customers.

EXPERIENCE

##  GROUP W.L.L. QATAR. (BABY SHOP)

The Group founded in 1973. It has grown in to one of the largest retail conglomerates in

the Middle East. Its currently operates over 50,000Employees. In addition to retail sector the group has also diversified in to Fashion, Furniture, Food, Hotels and Electronics all over the Middle East. as well as India, Egypt and Spain.

**As a Senior Salesman**

(12th of September 2011 to 02th of September 2015)

K P A‘s:

* Advice on latest trend, safety information and usability of the product to the customer
* Visualize the Nursery products as per the Company guidelines.
* Providing excellent customer service and satisfy the customer
* Ensuring the product has displayed or priced according to the company standard.
* Reduce stock loss by following the stock control procedure.
* Always keep wide range of the particular Product.
* Knowledge in Excel and Oracle

PERSONEL ACHIVEMENTS

* Was promoted from salesman to a Senior Salesman (B3-B4)
* Has been Awarded as Employee of the month Twice for outstanding performance

TRAINNING ATTENDED

* Customer Service - Group.
* Personality Development Programme (PDP) – Group.
* Unveil the Mystery (Group)
* Basic Arabic Training- Group

EXPERIENCE

**Cool Planet Pvt Ltd Sri Lanka**

**Employed From March-2010 to January-2011**

## K P A‘s:

* Made sales activities in Men’s, Women’s and Children garment sales
* Customer Handling in a diplomatic way
* Introducing all available services to the customer according to their needs
* Through my work I make sure the company achieves their goals.

SKILLS

* Retail Garment and Nursery product experience with a service oriented background.
* Work with computer application and Fundamentals.
* Motivated and energetic.
* Able to negotiate with English, Sinhalese and Hindi
* Flexible and able to work with superior.

MAIN ROLE

* Work as an individual and as a team member.
* Fully follows operating procedure and provide customers with complete service and an enjoyable shopping experience to maximize sales.
* Ensuring that the department is presented to the company standard and that stock loss risks are absolutely minimized.

EDUCATIONAL QUALIFICATION

* 2008 - G.C.E Ordinary Level Examination at Zahira Collage Colombo

####  PROFESSIONAL QUALIFICATION

* 2011 **Diploma in Computer Hardware Engineering and Networking** Golden College Institute of Engineering and Management Studies

COMPUTER SKILLS

* Certificate in Computer Application with following areas

Micro Soft, Word, Excel, Power Point, Access, Internet, Email

* Able Learn and work with new system of organization

LANGUAGE PROFICIENCY

* Fluent in English and Sinhalese
* Arabic and Hindi are manageable.
* Ability to Speak Malay

PERSONAL DETAILS

Date of birth : 27TH, June, 1991

Gender : Male

Civil Status : Single

Nationality : Sri Lankan

Height : 6’1 ”

Visa Status : Visit Visa (Expire date –March 31st 2017)

I hereby declare that above details are correct at the best of my knowledge.

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Date Signature