**CURRICULAM VITAE**

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**FIRDOUS**

**FIRDOUS.350930@2freemail.com**

**CAREER OBJECTIVE**

My goal is to become associated with a company where I can utilize my skills in the field of retail trade and gain further experience while enhancing the company’s productivity and reputation.

**PERSONAL PROFILE**

Self-motivated retail professional with experience in building and motivating sales team to increase overall performance of store and meet the expectations of organization.

**EMPLOYEMENT CRONICLE**

* ***Senior Sales Supervisor (Oct. 2014-Present)***



**M.H. Alshaya Co.**  Is a multinational retail franchise operator that is headquartered in Kuwait,and operates more than 70 consumer retail brands across the Middle East and North Africa, Russia, Turkey and Europe. The company currently operates more than 2,800 stores in seven sectors Fashion & Footwear, Health & Beauty, Food, Optics, Pharmacy, Home Furnishings and Leisure & Entertainment and employs more than 44,000 people

* ***Senior sales executive/Warehouse Incharge (Sep. 2012 – Sep. 2014)***

 **Marina-Home** Conceptualized in 1998 Marina Home is a successful Dubai based home furnished company which operates its businesses across the Middle East markets and the Indian subcontinent. Marina a household name across the countries it operates is synonymous with quality, creativity, and strong inspirational value proposition.

* ***Territory Sales Manager (Feb. 2009 – July 2012)***

**Vodafone India** is the [second largest mobile network operator](https://en.wikipedia.org/wiki/List_of_mobile_network_operators_of_India) in [India](https://en.wikipedia.org/wiki/India) by subscriber base, after [Airtel](https://en.wikipedia.org/wiki/Airtel_India) with a market share of 18.42%.It is headquartered in [Mumbai, Maharashtra](https://en.wikipedia.org/wiki/Mumbai%2C_Maharashtra). It has approximately 200 million customers as of August 2016. It offers both [prepaid](https://en.wikipedia.org/wiki/Prepaid_mobile_phone) and postpaid [GSM](https://en.wikipedia.org/wiki/GSM) [cellular phone](https://en.wikipedia.org/wiki/Cellular_phone) coverage throughout India with better presence in the metros.

**ACHIEVEMENTS**

* Top performer for the month of December 2017.
* Awarded ‘Catch of the Spirit Certificate’ twice for outstanding Customer Service & best team player and for my 100% attendance in 2016.
* Training in Leadership, Conflict Management and Decision Making.
* Excellence in ICOVIA software for designing and furniture placement
* Grew customer base by 15% providing existing customers with exceptional services, resulting in word of mouth marketing.
* Reorganized the product list, making the system 50% more efficient than before.
* Assigned special responsibilities of managing and handling stock controlling in 2014.

**COMPETENCIES:**

* Professional communication, People Leadership and negotiating skills.
* Strong Intuitive and analytical skills.
* Business acumen, Performance management, Conclusion.
* Calm approach and ability to work under pressure.
* Ability to accept any challenges with great deal of flexibility.
* Ability to work in a diverse and dynamic environment.
* Good team player with positive attitude.
* Knowledge of sales, Marketing, and after sales related tasks.

**ACADEMIC QUALIFICATION**

* Post Graduate Diploma in International Marketing management in 2016
* Bachelor of commerce from university of Kashmir in 2009.
* ASNT NDT LEVEL II PT, RT, MPT, UT (American Society for Non-Destructive Testing) in 2012
* Pre-University degree from Jammu & Kashmir Board of School Education JKBOSE.
* Matriculation from J&K Board of school Education in year 2000.

**PERSONAL DETAILS**

Nationality : Indian

Marital Status : Single

Date of Birth : 30.06.1986

Driving License : UAE

**LANGUAGES**

English (Fluent)

Urdu (Fluent)

Arabic (Basic)

Hindi (Fluent)