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| Mohammed  [Mohammed.352102@2freemail.com](mailto:Mohammed.352102@2freemail.com) | **azeem** |
| **OBJECTIVE:**  I look forward to working in an environment, where my professional skills as well as educational qualifications are utilized for the benefit of the organization. To pursue a challenging career with commitment and dedication in a professional environment that will discover the potential in me.  **EXPERTISE SUMMARY:**   * Possess extensive knowledge in Retail Sales. * Ability to learn new concepts and improve the existing one. * Goal oriented and ability to thrive in a fast-paced organization. * Ability to handle multiple tasks and work under pressure.   **EDUCATIONAL QUALIFICATION:**  **Graduation : Bachelor of Commerce**  Stream : Commerce  University/ Year : Osmania University in 2010  College : Peoples Degree and P.G College | |

**WORK EXPERIENCE:**

**Company Name : ZARA COLLECTIONS AND KIDS WEARS**

Designation : Senior Executive Officer.

Duration : March 2013 to December 2016.

**Company name** : **Vodafone Telecom**

Designation : Sales Officer

Duration : October 2010 to January 2013.

**Job Profile (ZARA COLLECTIONS):**

* Acquiring, growing and deepening customer relationships through effective relationship management.
* To be dedicated to, and take pride in, the commercial success of the store, delivering against all individual and store KPI objective and targets.
* To monitor and manage all people KPIs including performance, absence, attrition and engagement in alignment with the Store Manager, providing coaching and development as appropriate. Generate new business to achieve defined targets in terms of no. of customers, volumes and revenue.
* Achieve the Targets set in terms of product mix, active/ passive ratio, daily targets.
* Achieve productivity in order to maximize the efficacy of the sales process.
* Achieve the budgeted cross sell targets, consistency and penetration.
* Aggressive Sales call plans to acquire large prospective customers through referrals.
* Ensure coverage of customer base in accordance with the approved contact plans.
* Update; maintain all Sales MIS (Calls, Prospects, Attritions, Business done, etc.)

**Job Profile: (Vodafone Telecom)**

* To build business by identifying and selling prospects; maintaining relationships with clients.
* Maintain and develop good relationship with customers through personal contact or meetings or via telephone etc.
* To generate the leads by doing Cold calls, Data calling and Outdoor events, etc,.
* To display efficiency in gathering market and customer information to enable negotiations.
* To maintain a detailed understanding of all aspects of the business environment including proposition offerings, products and services. Provide robust and regular feedback to the Store and Regional Manager ensuring feedback from our customers and colleagues is represented in an effective way.
* To maintain robust relationships with the peers, the central retail team and across all functions to work collaboratively and productively.
* To support the Store Manager in the commercial performance of the store against all individual and store KPI objectives and targets. Challenges others to improve and finds new ways to increase competitive advantage.
* To take ownership for the customer’s experience, seeking and acting upon feedback, whilst supporting the Store Manager in creating an environment in which customers feel welcome and comfortable to explore products, services and possibilities.
* To ensure that the store consistently delivers an exceptional customer experience for new and in life customers as measured through customer experience feedback and scoring.

**TECHNICAL SKILL:**

* Diploma in Computer Application (DCA)
* Tally 9, ERP 9

**CORE COMPETENCIES:**

* Communication Skills.
* Leadership Skills.
* Training Skills.
* Presentation Skills.
* Negotiation Skills.