**MUHEEN**

**MUHEEN.362364@2freemail.com**

**Visa status: Transferable work visa**

**Ability to join within a short notice.**

**RETAIL SALES PROFESSIONAL WITH10+ YEARS’ GCC EXPERIENCE IN RETAIL INDUSTRY**

**Aggressive Retail Player with Global Conglomerate Al Mana Interiors, THE One’ has a significant presence in Qatar and other G.C.C countries.**

**CAREER HISTORY**

**Al Mana Interiors- THE One, Qatar**

**SUPERVISOR/AFTER SALES SERVICE SUPERVISOR- February 2015 up to date**

**After sales service supervisor- June 30, 2015 up to date**

* Train, motivate, and lead after sales teams to achieve set objectives and targets
* Maintain contact with clients to obtain customer feedback regarding product/service quality
* Assist clients in resolving issues and complaints concerning purchased products or services
* Build and establish good work relationship with clients to facilitate increased patronage and revenue
* Monitor contract details to notify clients of pending expiration and help process renewal
* Organize promotional and marketing campaigns to create awareness and product publicity
* Supervise the operations of after sales teams to ensure set targets are met
* Develop and implement strategies effective for ensuring a satisfied clientele and increased returns
* Liaise with other sales departmental heads to discuss business plans necessary for enhancing sales performance
* Direct and coordinate the customer service operation of a team to ensure clients are tended appropriately in line with set customer service standards
* Develop and optimize support and service processes, tools, and systems
* Conduct price and contract negotiations with clients to establish contract details and attain profit margin
* Oversee all post-sales services provided to clients to ensure customer satisfaction
* Maintain an up-to-date knowledge of job operations by conducting research and participating in educational programs (Trainings)
* Provide periodic reports to management on all after sales activities
* Ensure compliance with all general and company policies when carrying out job duties.

**Sales supervisor- February 21, 2015 to June 30, 2015**

* Formulate pricing policies
* Determine daily coupons
* Ensure pricing is correct
* Work on store display standards
* Monitor competitors to identify new services, products and policies
* Coach, train, council, recruit and discipline employees
* Evaluate monthly probation reviews and discuss one on one
* Identify future and current trends that appeals to customers
* Manage different departments in the store
* Organise sales staff schedules
* Handle customer complaints, questions and issues

**AL FUTTAIM GROUP**

**MARKS & SPENCER, DOHA – QATAR - TRAINING SUPERVISOR- 2012 July till 2015 January**

**Job Profile and Responsibilities:**

* Oversee the development of the company's employees.
* Responsible for making sure new employees understand their job descriptions and are prepared to handle their duties.
* Understanding company policies and guidelines, as well as explaining its mission to new employees.
* Form entire training programs, demonstrating how jobs should be performed and putting together and distributing training.
* Identify necessary training for individual employees and arrange with the concern Section Managers.

**LANDMARK GROUP-(HOME CENTRE)**

**HOME CENTRE, OMAN – MUSCAT -SENIOR SUPERVISOR- 2009 July till 2011 December**

**Job Profile and Responsibilities:**

* Deliver high levels of motivation and development to a diverse team whose first language is not English.
* Ensure individual and store compliance with all company regulations and procedures.
* Implement store planograms, visual enhancement and stock availability management.
* Recommend brand feedback, customer requests, and in-store promotions.
* Drive highest possible standards of in-store visual impact.
* Apply and maintain guidelines and standards for visual presentation and store appearance.
* Implementation of stock loss controls, recommend areas of focus and changes in processes used within the store.
* Promote the highest standards of in store training including weekly communications, daily Huddles, product knowledge and on the job coaching.
* Promote a positive learning environment within the store

**SALES ASSOCIATE / TRAINEE SUPERVISOR (2006 March Till 2009 July)**

**Job Profile and Responsibilities:**

* Supervising customer Complains & handling staff (Call Centre/E.D.P)
* Follow up on all Deliveries and after sales services on customer satisfaction
* Maintain Team Work Skills set to targets achievement for day to day operations
* Maintain Retail Standards As per the Key Merchandizing Principals
* Preparation and Monitoring of non-moving stocks reports
* Not on display [Retail floor] reports on New consignments, coordinate with logistics
* Multi task functional ability to handle any departments under minimum supervision

 **Key Accomplishments:**

**LAND MARK GROUP, OMAN OPERATIONS - HOME CENTRE**

* Complete experience on store setup for presently based their flagship 6500 SQM in Muscat city centre inaugurated on 2007.
* Followed with previous experience for the second store setup in their flagship of 5400 SQM in Sohar [out of Muscat region] 2008.
* Logistics- Fleet & Dispatch Team Supervisor- Received excellence in customer service & Fleet department [Omani Nationality-Drivers & Expatriate carpenters] Achieved: ZERO unsolved customer complaints on pending issues [after sales service]
* Proven higher standards on customer satisfaction and given a turn over One million Omani Riyals (One month sales target) as an achievement ever done.

**EDUCATION & SKILLS**

**G**.C.E High school/secondary school successful graduated– ENGLISH MEDIUM –

MAJORING IN ENGLISH LITERATURE AND SOCIAL SCIENCES.

LANGUAGES;

* Fluent in English, Sinhalese and Hindi
* Fair Knowledge of Urdu, Arabic and Malay

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| --- | --- | --- |
| **Skill Name** | **Skill Level** | **Last Used/Experience** |
| Customer Service | Expert | Currently used/10+ years |
| Call Center Service Operations | Expert | Currently used/10+ years |
| Complaint Handling/Dispute Resolution | Expert | Currently used/10+ years |
| Sales Lead Generation | Expert | Currently used/10+ years |
| Data Entry/Records Management | Expert | Currently used/10+ years |
| Multiline Phone Use | Expert | Currently used/10+ years |
| MS Word, Excel and Access | Expert | Currently used/10+ years |

**EXTRA CURRICULAR**:

* Tsunami survived- volunteer (26 December 2004)
* Played Cricket & Rugby at Club Level.
* Store building, Bolstering
* Volunteer CSR initiatives
* Driving skills
* Ability to adapt with any culture and a strong willpower

**PERSONAL DETAILS**

NATIONALITY : SRI LANKAN

DATE OF BIRTH : 29/DEC/1983

GENDER : MALE

MARITAL STATUS : MARIED

PASSPORT EXPIRY : 31/MAY/2026

QATAR D.L EXPIRY : 24/AUG/2020

VISA STATUS : WORK VISA/TRANSFERABLE

**I do herby certify that the above mentioned particulars are true and correct to the best of my knowledge.**