**WAHEED**

**WAHEED.366738@2freemail.com** ****

**Objective:**

To be part of a highly competitive and rewarding environment and make a strong contribution to organizational goals through continued development of professional skills.

**Education Qualification:**

Bachelor of Business Management (BBM) from Mangalore University, Mangalore, India

Diploma in Computer Application (DCA), from MICE, Manipal, India.

**Skills:**

Strong leadership and motivational skills with the ability to drive productivity and foster an environment that facilitates excellence in sales and customer service.

Highly developed written, oral, and interpersonal communication skills.

Great analytical and problem-solving skills.

Outstanding time management and organizational skills.

Ability to embrace flexible work hours and changing job demands.

**Max Electronics – EMAX** (October 2011 till August 2016)

**Landmark Group**

**Store Manager**

**Responsibilities:**

* Effective resource planning for customer service.
* Ensure regular training of store staff on all aspects of customer service, product knowledge and selling skills.
* Implements a high standard of customer focus within the store.
* Regularly assesses customer service standards within store.
* Achieve the revenue targets for the store.
* Actively seeks ways to achieve or exceed shop sales targets.
* Monitor sales performance against last year, last week and budget on a daily and weekly basis and to give feedback to managers and also to communicate to staff.
* Ensure accurate stock merchandise and management (stock ageing, stock loss, space management) within the store.
* Oversee and monitor all point of sales activities in the store which includes - sales transactions, tracking customer orders and payments, registering sale and maintaining inventory updates, providing service, handling returns and refunds, gathering consumer data for feedback
* Oversee and monitor the inventory management in the store (stock availabililty, order management, back store management, stock movement within store)
* Regularly audit own store administration and resolve any issues
* Monitor and continuously seek to understand commercial environment, local trading patterns, competitor activity and market trends in the retail sector and their impact on store.
* Monitor and handle customer complaints and take corrective action in line with Company policy
* Maintain high standards of visual appearance throughout the store including all non- retail areas
* Maintain window and in-store displays to a high standard in line with merchandising guidelines
* Prepare and review store reports on sales, commercial profit and stock ageing (slow moving, fast moving and non moving items)
* Execute price revisions within the store
* Ensure seasonal peaks, important trading/promotional events are taken account of when preparing forecasts and staff rosters.
* Ensure store expectations and priorities are communicated to staff
* Review and provide regular feedback on staff’s performance against expectations
* Carry out regular and relevant in-store training and enrol staff on relevant Learning and Development courses

**Emirates Computers, Abu Dhabi, UAE (**August 2006 to Oct 2011)

**Sales Supervisor & Sales Executive**

**Responsibilities:**

* Managing and motivating a team to increase sales and ensure efficiency;
* Managing stock levels and making key decisions about stock control;
* Analyzing sales figures and forecasting future sales volumes to maximize profits; analyzing and interpreting trends to facilitate planning;
* Using information technology to record sales figures, for data analysis and forward planning;
* Dealing with staffing issues such as interviewing potential staff, conducting appraisals and performance reviews, as well as providing or organizing training and development;
* Ensuring standards for quality, customer service and health and safety are met;
* Resolving health and safety, legal and security issues;
* Responding to customer complaints and comments;
* Promoting the organization locally by liaising with local schools, newspapers and the community in general;
* Organizing special promotions, displays and events; attending and chairing meetings;
* Updating colleagues on business performance, new initiatives and other pertinent issues;
* Touring the sales floor regularly, talking to colleagues and customers, and identifying or resolving urgent issues;
* Maintaining awareness of market trends in the retail industry, understanding forthcoming customer initiatives and monitoring what local competitors are doing;
* Initiating changes to improve the business, e.g. revising opening hours to ensure the store can compete effectively in the local market;

**M/s WNS Global Services, Pune, India (**June 2003 to Jan 2006)

**Senior Customer Services Associate**

**Responsibilities:**

* Processed orders for Qwest(Aegis), An USA based company in telecom sector.
* Handled IIS projects & supervised 10 staff.
* Designed and implemented training modules for all the staff under my supervision.
* Monitored their performance & reported the same to the Management.
* Worked closely with Team Leaders & the staff on Roster Productivity, Quality & Team Reports.
* Successfully worked in 3 projects (IMA; IIS; DSL) simultaneously and all the 3 Processes are related to telecom order processing for the end user customers.
* Achieved SLA Targets given by the client pertaining to quality & productivity.
* Involved fully in the migration of the project from WNS Pune to Essar Bangalore.
* Worked as a Trainer & Mentor to the Bangalore Staff during the migration process.
* Closely worked with the top management of Essar Bangalore & WNS.
* Contact customers and ascertain what each customer wants or needs.
* Follow up with clients on services; product satisfaction.
* Resolve customer complaints & queries through effective convincing.
* Maintain client relation and ensure customer satisfaction.
* Coordinate with clients; liaise with internal departments and provide sales support.
* Ensure customer is well attended with quality of service.

 Nationality : Indian

 Religion : Islam

 Gender : Male

 Date of Birth : 25/01/1980

 Marital Status : Married

 Visa Status : Visit Visa

 Languages Known : English, Hindi, Kannada, Urdu & Arabic

 Other Interests : Music, Reading & Cricket

 Driving License : UAE