**Iftikhar**



**Iftikhar.371812@2freemail.com**

**Sales Supervisor**

**Personal Summary**

A well-mannered articulate and conscientious retail Assistant who can communicate to customers on all levels. Smart and presentable with an ability to work as part of a team or individually to deliver and maintain a high standard of service in every aspect of a retail Shop.Possesssing the necessary enthusiasm, drive and motivation required to achieve maximum sales in a retail environment. Can communicate effectively with peoples from diverse background and would be an asset to any employer who respects, loyalty and responsibility.

Now looking for a new and challenging position, one which will make best use of my existing skills and experience and also further my career development.

**Key Skills and Competencies**

* Delivering Exceptional customer service.
* Having a team-oriented approach to working.
* A proven track record of driving sales.
* Excellent customer care skills.
* Track record of achieving agreed retail objectives.
* Can work efficiently and accurately in a fast paced service driven environment.

**Professional Qualifications:**

* Comprehensive supervisory Skill Training
* Comprehensive Customer Service Training
* Customer Complaint Handling & Telephone etiquettes.

**Work Experience**

**Sales Supervisor Select Markets Abu Dhabi UAE**

 (March 2012-Till Date)

**Job Responsibilities**

* Approaching customers and helping them with their needs.
* Assisting the management team in maximizing the stores sales and profitability.
* Operating the till system, including cash up.
* Describing or demonstrating in detail a product and its benefits to customers.
* Assisting customers with their enquiries.
* Putting up posters and promotional materials for sales etc.
* Maintaining the cleanliness of the store all the times.
* Completing all necessary paper work at the start and end of the shift.
* Replenishing stock on shelves.
* Identify trends in complaints and highlight to the relevant Supervisor or Manager.
* Processing payments of various kinds including cash, Cheques and Credit Cards.
* Dealing politely with customers complaints and resolving them.
* Keeping the store Organized and maintaining an uncluttered environment.
* Constantly updating and replenishing sales display area.

**Professional**

**Customer Service**

Customer Service Certificate by **DAS Holding** in Outstanding Customer Service Programme.

**Customer Service and Telephone Etiquettes**: **ICTD Abu Dhabi UAE**

Certified in Customer Service and Telephone Etiquettes from International centre for Training and Development Abu Dhabi UAE.

**Computer Skill**

Six months computer certificate in Secretarial Courses (MS Office)

**Academics**

|  |  |  |  |
| --- | --- | --- | --- |
| Degree/Cert | University/College | Year of passing | Subject |
| **M.A** | **University of Peshawar** | **1995** | **Economics** |
| B.A | University of Peshawar | 1993 | Statistics, Economics |
| F.A | BISE Peshawar | 1990 | Statistics, Economics |
| SSC | BISE Peshawar | 1987 | Physics,Chem,Bio,Eng |

**Personal Folio**

 Date of Birth 10th of Feb 1972

 Gender Male

 Marital Status: Married

 Religion Islam

 **Visa Status: Employment**

 **Expiry: 07/04/2018 (3rd contract)**

**LANGUAGES Pashto Urdu English**

 1st 2nd 3rd

(Fluent in all the above three languages)

Proofs will be provided upon request