***Sales Associate Resume***

 

Name: Hamid

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***Summary***

I’m a dedicated and resourceful Sales Associate with a strong work ethic and excellent breadth of experience. Able to handle customers with professionalism. Strong presentation abilities with good communication and management skills. I am a reliable, hard-working person who is quick to think and keen to try new ideas. I am a team player but can also work well individually and reach all set targets at a high standard.

***Experience***

• Majid Al Futtaim Carrefour, Marketing / Sales Personnel Dubai UAE, Dec / 2016 to present

• British American Tobacco (BAT), Quality Control Manager, Western Uganda, 2002 to April 2016

***Majid Al Futtaim Carrefour Mirdif***

*city centre store, Dubai UAE - Stocker / Sales man / Merchandiser / Promoter / English instructor / Packer, Sept / 2016 to date.*

***Sales Associate,***

*Dec 2016 to present, Majid Al Futtaim Carrefour Mirdif city center store and Ibn Batutta mall, Dubai UAE.* – duties include;

Responsible for quick understanding and interpretation of customers' needs and wants (even if it means having to read between the lines) and always see problems through until they are fully resolved. Describe products and services details to customers accurately.

• Quickly research and investigate issues that concern a customer.

• Learn about a company’s product or services quickly.

• Knowledge about customer service applications and administrative procedures.

• Making Customers comfortable and speak up their problems

• Respond quickly to customer requests, needs and listen carefully to what they say.

• Polite and helpful at all times (everyone prefers to talk to nice and pleasant person).

• Greet customers in a warm and friendly manner when I meet them.

• I do everything possible to accommodate customers (instead of saying ‘no’ to a request, say something like ‘Let me see what I can do’).

***Customer service representative,***

*Dec 2016 to present, Majid Al Futtaim Carrefour Mirdif city center store and Ibn Batutta mall, Dubai UAE.* – duties include;

* Quickly understand and interpret customers' needs and wants (even if it means having to read between the lines).
* Quickly research and investigate issues that concern a customer.
* Take ownership of customers’ needs and always see problems through until they are fully resolved.
* Learn about a company’s product or services quickly.
* Making Customers comfortable and speak up their views and problems
* High patience to repeat answers for questions asked repeatedly by customers
* Mingle with customers of different cultures.
* Attend to customers’ needs, listen carefully to what they have to say.
* Polite and helpful at all times (everyone prefers to talk to nice and pleasant person).
* Greet customers in a warm and friendly manner when I meet them.
* I do everything possible to accommodate customers (instead of saying ‘no’ to a request, say something like ‘Let me see what I can do’).
* I go an extra mile to please customers, if it means having to swallow my pride.

***Stocker,***

*Dec 2016 to present, Majid Al Futtaim Carrefour Mirdif city center store and Ibn Batutta mall, Dubai UAE.* **–** duties include;

Shelf price labeling, label survey, price scanning and stock take.

• Adjust, repair, assemble, and prepare products, supplies, equipment, and other items, according to specifications and customer requirements.

• Stock taking, shelf price labeling, refilling customer return items and price scanning.

• Clean and maintain the warehouse in compliance with UAE safety standards.

• Stack pallets throughout the shift to keep the warehouse clean and organized.

• Sweep floor and store equipment at the end of each shift.

***Promoter,***

*Dec 2016 to present, Majid Al Futtaim Carrefour Mirdif city center store and Ibn Batutta mall, Dubai UAE.* - duties include;

• Demonstrate, explain products and services to persuade customers to buy or utilize them.

• Identify interested and qualified customers in order to provide them with additional information.

• Attract new customers and help the company reach revenue targets.

• Prepare display area for promotion.

• Record customer's reaction towards product.

• Fill out sales report and give it to duty manager.

***English instructor,***

*Dec 2016 to present, Majid Al Futtaim Carrefour Mirdif city center store and Ibn Batutta mall, Dubai UAE.* – duties include;

• Help fellow staff understand, speak and read in English.

• Deliver engaging, coherent interpretation to customers and fellow staff

***Packer,***

*Dec 2016 to present, Majid Al Futtaim Carrefour Mirdif city center store and Ibn Batutta mall, Dubai UAE.* – duties include;

 • Examine and inspect items to ensure packing specifications are met and ensure all components are together in containers like cartons, bags, boxes, trays and trolley.

• Remove any defective goods and replace them

***Quality Control Manager***

***British American Tobacco (BAT), Western Uganda, Oct / 2008 to April / 2016***

• Evaluated and compared performance of different departments to establish quality standards and worked closely with human resource departments to develop performance improvement programs and appraisals.

• Oversaw all quality control operations, including making team assignments, providing support to junior QC analysts, and completing annual performance reviews.

• Develop comprehensive QC requirements and procedures for each project, including service sample rates, QC rating scales and flow charts for solving production issues.

• Collect all QC data from quality assurance personnel and create detailed production reports for project managers and clients.

• Interface directly with clients to determine appropriate QC requirements prior to production, provide quality assurance information throughout production and ensure customer satisfaction at project completion.

• Perform quarterly testing and optimization analysis on QC equipment to ensure correct operational performance and results.

***Quality Control Consultant***

***British American Tobacco (BAT), Western Uganda, June / 2006 to Aug 2008***

• Collected production samples for QC testing and compared results from manual and computerized quality analysis methods.

• Communicated with production technicians to provide QC details and develop effective plan for addressing quality issues.

• Documented all QC issues in database, including information on defects and incorrect specifications along with recommended modifications to address issues.

• Developed automatic customer feedback program to provide QC information directly to customers, increasing transparency and improving customer relations management.

• Sensitized tobacco out growers on quality assurance.

***Quality Control Assistant Manager***

***British American Tobacco (BAT), Western Uganda Feb / 2002 to May / 2006***

• Assisted quality control team leaders in performing QC tests on production samples.

 • Recorded all relevant details from QC tests in proprietary database program and documentation procedures.

• Utilized QC equipment and visual inspection techniques to determine overall quality and compliance with project requirements.

• Participated in on the job training with senior QC technicians and scored highly.

• Created and tailored multiple QA programs to different projects.

• Managed the process of risk analysis to production support.

***Highlights***

• Problem Analysis / Solving.

• Excellent fluency in English language.

• Sound planning and time management abilities.

• Superior critical and creative thinking skills.

• Exceptional interpersonal communication skills.

• Independent, confident, polite, well presented and always punctual.

***Career objective***

To be part of a reputable organization where my qualifications, experience and abilities can be fully utilized to contribute to the accomplishment of my vision and mission, alongside my personal development.

***Skills***

• Ability to win over customers and relay information in a concise and clear manner.

• Make customers feel valued, welcomed, accepted and enjoy as possible.

• Treat each customer as if they are the most important person on the planet.

• Understand the mindset of a customer and point of view.

• Patient with demanding customers and repeat answers for questions asked repeatedly.

• Remain calm, courteous and respectful at all times (even when customers are angry and argumentative).

***Education***

• Makerere University 2003 – 2007, Bachelor of Tourism (Hons) English Language.

• Aga Khan High School 2001 – 2002, A Level, subjects passed included;

History B, Economics C, Geography B, English literature C and Geography C

***Languages spoken***

English fluently and Kiswahil native

***Certification***

• UAE driving license student, Galadari Driving School, March 2018 to present.

• Level 2 Fitness Instructor Trainee, Impact British Training Solutions, REPs certificate UAE March 2018 to present.

***Interests***

I enjoy building relationships and learning from peoples’ experiences. Gym / sports.

***Referees***

• Francis – Supervisor FMCG Department, Grocery section, Carrefour Mirdif city centre store, +971 55 486 0783

• Sudip Paneru - Supervisor FMCG Department, Grocery section, Carrefour Mirdif city centre store, +971 52 174 5359

• Mohammad Akram - Manager FMCG Department, Grocery section, Carrefour Mirdif city centre store.