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| **Salim** **E-mail:** salim-390026@2freemail.com  | m747 |

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| Highly efficient, effective and result oriented professional with proven Gulf work experience. Keenly interested to work in the field of Sales or processingCapability to achieve sales and revenue targets, meet set goals and business objectives in consistent manner. Possess good client convincing, presentation, communication, interpersonal, negotiation, customer service and ITskills. |

**STRENGTHS**

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| * Sales Coordination Skills
 | * Key Customer Accounts Handling
 | * Stocks-Inventory Control
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| * Building Sales Strategies
 | * Cashiering / Cash Management
 | * Customer Service Skills
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| * Effective Negotiation Skills
 | * Deal with Multicultural Clients
 | * Client-Vendor Relationship
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**ACHIEVEMENTS**

Excellent experience in banking sector with multiple roles within operation field.

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| Gained experience in inventory / stock controlling and cashiering duties. Performed duties towards achieving the organizations’ goals and objectives. |

**EXPERIENCE SNAPSHOT**

 Account supervisor till date.

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| Joined ENBD Group as processor | 2009-2011 |
| Assistance Supervisor (Filling Station) | 2007-2008 |
| inventory Controller | 2005-2006 |
| Cashier | 2003-2005 |
| Emarat Petroleum Company, United Arab Emirates |  |

**CAPABILITIES**

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| **Supervisor Tasks and responsibilities,*** Instructing, guiding, monitoring and observing the employees while they are performing jobs.
* Insure all management plans are put into actions towards the accomplishment of organization goals.

**Processing duties & Responsibilities*** Updating databases regularly to ensure availability of
* Updated data or information needed for accurate.
* Verify and/or process transaction/information in a timely,
* efficient and accurate manner in order to deliver service
* Within stipulated turnaround period.
* Address internal and external customer queries in a timely,
* courteous and effective manner to ensure customer
* Satisfaction.
* Processes all transactions/information as per the
* Procedures in order to deliver error free results.
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| **Customer Care Duties** * Maintain high level of customer service, provide value added services to clientele and coordinate with senior management. Ready to assume a natural empathy with any client.
* Respond to customer inquiries regarding prices, terms and conditions of service and provide customers with guidance quotes as requested.
* Attend to customer complaints and requests in a professional manner.
* Extend and confirm services in accordance with company standards and practices.
* Deal with multicultural clientele; resolve their complaints-queries through effective convincing.
* Regular follow up on customer feedback; develop excellent rapport with the same and ensure customer loyalty and retention. Maintain client relations and ensure customer satisfaction.
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| **Sales Functions*** Retain existing customers and aim for new opportunities of business growth.
* Responsible for business development which includes cash, credit, dealers’ relations etc.
* Deal with company sales personnel’s-merchandisers and give them the purchase orders.
* Develop contacts in the market with the help of networking and business development.
* Achieve sales targets as set by the management.
* Study and survey market. Monitor the market for fake products and parallel importers.
* Handle high volume of sales and obtain high profit for the company.

 Manage product promotion, conduct presentation-product demonstration and participate in trade exhibitions, offers and product launch |

**PROVEN JOB ROLE**

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| **Stocks / Inventory Controlling*** Responsible for enforcing strict and effective controls to reduce expenditure.
* Performing market survey for the updation of material to achieve optimum result.
* Ensuring timely availability of product at minimal cost by developing portfolio.
* Supervising the flow of inventory in order to avoid shortages and damages.
* Performing timely changes in reorder level when stock differences are identified.
* Establishing and maintaining good relations with suppliers to enhance supply chain.
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| **Cashiering*** Responsible for open and close cash registers, performing tasks such as counting money, separating charge slips, coupons, vouchers and balancing cash drawers.
* Provide hands on exposure to systems and cashiering procedures. Handle direct review on activities in sales, comparing totals on cash register with amount of currency in register to verify balances.
* Disburse cash and draft vouchers and check in issued itemized statements to customers.
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**EDUCATION**

Bachelor of Arts in Islamic Studies (BAIS) currently going on

Diploma in business Administration 2006

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| High Advance School with certificate Zanzibar, Tanzania | 2002 |
| High Secondary School, Zanzibar, Tanzania | 2000 |
| Primary School, Zanzibar, Tanzania | 1995 |

**ITS SKILLS**

VB.Net, Windows, MS Office (Word & Excel), Internet & E-mail applications

**PERSONAL DETAILS**

Nationality : Tanzanian

Date of Birth : 11th September 1982

Marital Status : Married

Visa Status : Employment Visa

Languages : English, Arabic, Swahili and Urdu & Hindi

Reference : Available upon request