**1**



**Zinhar**

**Team Leader - Sales, 12Yrs Experience**

**Email:**

[**Zinhar-394488@2freemail.com**](mailto:Zinhar-394488@2freemail.com)

**CAREER OBJECTIVE**

**An ambitious, enthusiastic and highly presentable Marketer with the aptitude and proven desire to be able to help customers make crucial decisions about what they are going to buy. I enjoy working with the public, meeting people, and am confident enough to be able to deal with difficult situations in a calm and professional manner. Although I already have high standards of literacy and numeracy, I am committed to continuous personal development and I am always willing and eager to learn. I am quick thinking and able to make fast decisions when dealing with unexpected situations or emergencies. These last two points makes her an ideal person to have in very busy shopping periods or when a store in under staffed. I am presently looking for a suitable vacancy that offers plenty of variety and responsibility.**

**EXPERIENCE**

**Working as Guest Associate Team Leader in from 2011 to Present in Dubai (Dubai Mall, Jumeirah Beach Hotel, Wild Wadi and Arabian Adventures).**

**Job Description:**

**Give constant direction to team members to ensure that all customer inquiries are rightfully attended to on time and in the best way possible to give them satisfaction.**

**Create better modes of operations to make customer service easier for both team members and customers.**

**Give detailed statistical feedback on performance of team members to the management for staff evaluation and reward purposes.**

**Observe the performance of team members to identify their strengths and weakness and make arrangements to strengthen their lose ends.**

**Ensure that all equipment and appliances needed by the customers, team members are available in good condition to enable soft flow of operations and customer satisfactions.**

**Step in to attend to customers that are proving difficult to team members and resolve their complaints.**

**Create and implement work procedures that will enhance the organization and departmental service delivery and standards.**



**2**

**Serve as Middleman between Organization and Customers.**

**Worked as Sales Assistant from 2009 to 2010 in Colombo, Sri Lanka.**

**Job Description:**

**Greet the customers and find out the needs.**

**Ensure high levels of customer satisfaction through excellent sales service. Go to the extra mile to drive sales.**

**Maintain in-stock and presentable condition assigned areas. Actively seek out customers in store. Remain knowledgeable on products offered and discuss available options.**

**Team up with co-workers to ensure proper customer service.**

**Worked as Sales Assistant from 2007 to 2009 in Negombo, Sri Lanka.**

**Job Description:**

**Promotes sales by demonstrating merchandise and products to customers.**

**Evaluates competition by visiting competing stores, gathering information such as style, quality and prices.**

**Trains store staff by reviewing and revising orientation to products and sales training materials, delivering training sessions, reviewing staff job results and learning needs with retail store manager.**

**Attracts the customers by originating display ideas, following display suggestions or schedules, assembling prefabricated display properties.**

**Purchase inventory by researching emerging products, anticipating buyer interest negotiating volume price breaks, verifying receipts.**

**Helps customers by providing information, answering questions, obtaining merchandise requested, completing the payment, preparing merchandise for delivery.**

**KEY SKILLS**

**A team player with enthusiastic attitude. Good convincing skills.**

**Good analytical and problem solving skills. Hard working.**

**Passionate about my work Maturity.**

**Confidence. Patience.**

**Excellent interpersonal Skills. Commercial awareness.**



**3**

**EDUCATIONAL QUALIFICATIONS AND CERTIFICATES**

**General Certificate of Education Advanced level in South International School, Sri Lanka.**

**Completed Diploma in Mobile Phone Repairing at Sydney business School in 2009.**

**Completed Diploma in Computer Studies at XP Digital in 2005.**

**ACHIEVEMENTS**

**Awarded as a Best Guest Associate of the years 2012 and 2013 by Digiphoto Entertainment Imaging, Dubai, UAE.**

**Recognized as a Best Sales Assistant in 2008 and 2009 by Fashion Bug Private Ltd, Negombo, Sri Lanka.**

**Contributed 8% Sales increase in 2008.**

**Recognized Best Find of the Year in 2007.**

**PERSONAL BIO-DATA**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Age** | **:** | **28+** |
|  | **Date of Birth** | **: 04-06-1990** | |
|  | **Sex** | **:** | **Male** |
|  | **Marital Status** | **:** | **Single** |
|  | **Availability** | **:** | **Immediately** |

**DECLARATION**

**I hereby declare that the information given above is true to the best of my knowledge and belief.**

**Place: Dubai.**

**Yours faithfully**

**Date:**

**(ZINHAR)**

