

ABDULHAMID SHAIKH

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OBJECTIVE

5+years of experience as a Sales and Marketing Executive is seeking to obtain promotable position will enable me to use my strong sales skills, marketing background and abilities to work well with people.

EXPERIENCE

Etisalat

Sales Executive | 03/2021 - Present

- Develop product knowledge by keeping up to data with service and product offerings a made available by Etisalat
- Sales of a Product And services in the store
- Providing product and service information to the customers
- Proactively demonstrate services to customer
- Sell products and services to customers according to customer needs
- Ensure process adherence in all transactions
- Use range of tools and techniques available to structure and manage different types of customers and close sales (internet, marketing material, interactive areas and too tool.
- Ensure retail customer journey is implemented as per management.
- Follow, ensure& adhere to WFM report
- Collect payments from customers in a secure and orderly manner
- Respond to customer enquiries, finding the correct answers by consulting systems and other records
- Assist subscribers in maintaining and updating customer accounts

- Assist subscribers with billing enquiries and collect payments against bills
- Handle issues and customer complaints, solving problems, logging complaints in system and escalating the issues to team leaders if required

Adhere to Etisalat standards in all activities and tasks (great service, great sales, great standards and great people)

- Manage inventory at point of sale, ensuring secure storage and assisting in reconciliations
- Handle and count cash and other payments, responsible for reconciling payments Defined proactive retention strategy that lead to 46% customer retention increase.
- Collect and verify required documentation, such as national id, forms and receipts as per TRA regulations assume responsibility for tasks delegated by store manager or duty manager

Mwipe Technologies Private Ltd

Relationship Manager | 11/2019 – 12/2020

- Defined proactive retention strategy that lead to 46% customer retention increase
- Delivered 80% increase in customer ROI, resulting in 57% client renewals
- Developed personalized email and DM initiatives that brought Rs 275000 in additional revenue
- Collected, monitored and evaluated customer requirements to achieve desired delivery time and order fill rates.

Achieved top satisfaction, retention and referral rankings on consistent basis.

- Achieved high sales percentage with consultative, value-focused customer service approach.
- Provided top quality control and eliminated downtime to maximize revenue
- Prepared and sold broad range of customized merchandise to individuals and commercial accounts.
- Worked under strict deadlines and responded to service requests and emergency call-outs.
- Executed 600 outbound calls each week to existing customers, resulting in 55% increase in sales.
- Guaranteed positive customer experiences and resolved all customer complaints.
- Resolved product issues and shared benefits of new technology.
- Obtained information to resolve customer inquiries.
- Responded promptly to general inquiries from members, staff and clients mail, email and fax.
- Performed in-depth research to answer more complex questions.
- Maintained customers happiness with forward-thinking strategies focused on addressing needs and resolving concerns.

Zara

Fashion Consultant | 05/2016 - 10/2019

- Greeted customers in a timely fashion while quickly determining their needs.
- Boosted employee morale by delivering daily kickoff message to motivate staff and communicate specials.
- Fostered relationships with customers to expand customer base and enhance loyalty and retention.
- Created attractive product displays to enhance customer experience and boost sales.
- Aided senior leadership by generating reports for executive decision-making support.
- Monitored stock levels, replenishing as needed for consistently well-stocked sales floor.
- Assisted customers with product selection, sales, and returns.
- Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices.
- Completed purchases with cash, credit and debit payment methods.
- Maintained up-to-date knowledge of customer buying habits.
- Educated customers on product and service offerings.
- Developed and executed sales promotions.
- Enhanced customer satisfaction ratings by resolving issues efficiently.

Proactively identified and solved complex problems that impacted operations management and business directions.

- Replenished floor stock and processed shipments to provide product availability for customers.
- Prepared products for sales floor and created appealing product displays.
- Increased purchase totals by recommending additional items.
- Recommend merchandise based on customer needs
- Recommended merchandise to customers based on their needs and preferences.
- Engaged with customers in a sincere and friendly manner.
- Completed all cleaning, stocking, and organizing tasks in the assigned sales area.
- Built relationships with customers to increase the likelihood of repeat business.
- Enhanced customer service, retrained staff, lead staff meetings, and increased financials.
- Provided Customers with Advice on the Compilation of Outfits and Accessories.

EDUCATION

S.S.C DIPLOMA, 03/2014

Antonio De Souza High School- Mumbai, INDIA

H.S.C COMMERCE, 02/2016

Jai Hind College -Mumbai, INDIA

BACHELOR'S RETAIL MANAGEMENT, 10/2020

H.R. College Of Commerce And Economics – Mumbai, INDIA

SKILLS

- Business continuity planning
- Sales force
- Business development
 - CRM technologies
- Customer service
- Customer retention
- Performance appraisal
- Visual merchandising
- Customer assistance
- Active selling
- Brand awareness
- Stock merchandising
- MS-Office Expert

- Computer literacy