



SAHEED A. ALLI

Customer service / Sales Representative

WITH OWN VISA

Contact

Al Jaber4 building,
Al Barsha, Dubai.
+971553157041
saheedalli1985@gmail.com

Objective

A dedicated customer service and sales representative with over 7 years working experience, providing a substantial degree of support to enhance the lines of communication between represented company and the customers. Acting on the knowledge, understanding and operations of represented company's operations to maintain customer satisfaction and contribute to the company's success. I initiate and plan efficiently without having to take directions at all times, adapt easily and exhibit the ability to work under pressure.

Education

B.Sc. Accounting

OLABISI ONABANJO UNIVERSITY,
Ogun State, Nigeria.

Secondary Education

National Examination Council-Senior
School Leaving Certificate, Nigeria

TRAINING & COURSES ATTENDED

- ❖ MTN HR & Learning Delivery – “How May I Help You” Call Center Training.
- ❖ MTN HR learning Management – Mobile Money (TTT- Train the Trainer)
- ❖ MTN HR Learning – web ex training on New Value Proposition for Product Champions.

Experience

January 2019 - January 2022

Stall and Market person/Stock Controller

Almarai Emirates, UAE.

Key responsibilities

- ✓ Oversee storage of products, particularly of fragile items
- ✓ Determining product mix, stock and price levels for goods to be sold
- ✓ Coordinate regular inventory audits
- ✓ Demonstrating and selling goods and accepting payment
- ✓ Liaise with warehouse staff and other internal teams to test products' quality (status upon delivery and storage conditions)
- ✓ Stacking and displaying goods for sale, and wrapping and packing goods sold
- ✓ Keep updated inventory records (including daily shipments)

- ❖ MTN HR Learning/ HR Exponentials- Value Based Customer Service Training for Conflict Management.
- ❖ MTN HR Learning/HR Exponentials- Building A Winning Team

Key Skills

- Excellent Guest and employee services skills
- Pleasant personality with excellent communication skills.
- Ability to handle/interact with children
- Previous experience in Service / Entertainment / Hospitality industry.
- Adapt to a changing work environment

PROJECTS

Sim Registration Campaign
(Outbound calls to high value customers)

Reference

[Available on request]

January 2016 - August 2019

Customer Relationship Officer:

MTN NIGERIA - Lagos, Nigeria

Key responsibilities

- ✓ Acted as first contact between the company and the customer.
- ✓ Provided support for existing high valued customers.
- ✓ Exhibited commitment to customer service by building productive relationships, resolve complex issues and win customer loyalty.
- ✓ Strategic-relationship and partnership-building skills—listen attentively, solve problems creatively and use tact and diplomacy to achieve win-win outcomes.
- ✓ Handled incoming calls, responding to inquiries, resolving problems and correcting errors leaving the customers happy and satisfied.
- ✓ Effectively present and discuss the products and services of the company, soliciting only those desired products/services provided by the company and its vendors to current and prospective customers in a way that conveys an image of quality

February 2012 - September 2015

Sales Representative

ADAM & EVE - Lagos, Nigeria

Key responsibilities

- ✓ Knowledge of all items to educate customers in order to provide adequate satisfaction.
- ✓ Managing sales related activity of the store.
- ✓ Handling high volume of customers enquires over the phone, email and in person.
- ✓ Communicating with customers using clear and professional language
- ✓ Checking the cash register at the end of the sales
- ✓ Boosting sales by suggesting additional purchase for the customer
- ✓ Attend all required training session organized by the company

October 2009 - January 2012

SALES SUPERVISOR.

CASH 'N' CARRY - Lagos, Nigeria

Key responsibilities

- ✓ Knowledge of all items to educate customers in order to provide adequate satisfaction.
 - ✓ Managing sales related activity of the store.
 - ✓ Handling high volume of customers enquires over the phone, email and in person.
 - ✓ Communicating with customers using clear and professional language
 - ✓ Checking the cash register at the end of the sales
 - ✓ Boosting sales by suggesting additional purchase for the customer
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