



SEMIR ABDULKADIR ISMAEL

UAE, ABU DHABI
Al Zahiyah, Tourist club opposite Electra park
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CAREER OBJECTIVE

Detail-oriented and collaborative sales consultant with a strong understanding of product knowledge and successful selling techniques. Effective in managing time and finding solutions to industry dilemmas. Exceptional multitasking skills with the ability to manage a fast-paced work environment with ease.

EXPERIENCE

Abu Dhabi Islamic Bank (ADIB)

Islamic Financial Executive (Customer Service)

June/2022 - Dec/2023

Helping prospective clients to manage by understanding their needs, financial goals and long term objectives and Achieving monthly target assigned, for various products and services.

Handle inbound and outbound calls in a professional and courteous manner.

Perform data entry and maintain databases with accuracy.

Address and resolve client inquiries and concerns.

Cross selling assets and fee products.

Follow the various internal guidelines and procedures of the bank by ensuring customer satisfaction.

NIKE - Yas Mall

Sales Assistance

Nov/2020 - May/2022

Knowing product knowledge and benefits.

Recommending suitable products for customers, organizing merchandise on the sales floor and assembling in store displays.

Answered customer inquiries regarding Nike goods and services.

Maintained and enhanced customer satisfaction.

Aided with multiple department tasks to settle and resolve all issues at hand to correct as well as improve customer satisfaction efficiency.

Played an essential role in increased units per transaction per customer by suggesting new merchandise or alternative merchandise.

Ensured customer satisfaction and promoted the companies high level services standards at all times.

Resolved customer issues promptly by listening and finding creative solutions to rectify the situation to ensure customer satisfaction.

Athletes'co - Yas Mall

Senior Sales Associate

Mar/2019 - Oct/2020

Greeting customers, responding to questions, improving engagement with merchandise and providing outstanding customer service.

Operating cash registers, managing financial transactions, and balancing drawers.

Achieving established goals.

Directing customers to merchandise within the store.

Increasing sales within the store .

Superior product knowledge.

Maintaining an orderly appearance throughout the sales floor.

Introducing promotions to customers .

Cross-selling products to increase purchase amount.

Up-selling to encourage customers to purchase comparable higher-end product.

STEPS

Salesman

Feb/2013 - Mar/2014

Greeting customers, identifying their needs and helping them find what they want, answering their questions and making suggestions, keeping records, stocking shelves, and keeping the premises clean, maintaining an active awareness of the merchandise available in the department and store.

EDUCATION

Unity University

B.A. Degree in Marketing Management

2014 - 2018

Ethiopian International School, Jeddah

Primary, Secondary and High School

2001 - 2014

TECHNICAL SKILLS

Adept at Microsoft office application

Native fluency in Arabic, proficient in English, and competent in Amharic

Strong interpersonal skills

Energetic and Time management

Attentive to details

Adaptability and Dependability

Problem-solving

Collaboration and Team player

Conflict resolution

ACHIEVEMENTS & AWARDS

Top Achiever Certificate for Sales and UPT

PERSONAL STRENGTHS

Sales ability, Creativity, Relationship builder , Good observational skills , Curiosity, Communication skills

PERSONAL PROFILE

Date of Birth : 07/11/1996

Marital Status : Single

Known Languages : Arabic & English

Hobby : Acting, Sports, Volunteering

