

STEPHAN D`SILVA



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Languages

English
Hindi
Kannada
Konkani
Tulu
Malayalam
Tamil
Arabic (basic)

Personal Info

Date of Birth : 01.09.1977
Gender : Male
Nationality : Indian
Marital Status : Married
Passport No : M7034190
Visa Status : Spouse Visa

Education Qualifications

Bachelor of Arts
Diploma in Computer Application

Attended three days course on **Sales Skills** conducted by **Gold and Jewellery Group of Dubai**.

Completed the **People Skills** training course for Jewellery Sales

Light Motor Vehicle Driver's License of U.A.E

Career Synopsis:

Sale Executive

Al Shajan Foodstuff Trading LLC, Dubai

Since March 2020 to Present

- Establishing new business.
- Maintaining accurate records
- Presenting Products

Sales Promoter (Part Time)

Since August 2018 to February 2020

- Listening to what customers want and helping them find the perfect product for their needs.
- Constantly building product knowledge and delivering this knowledge in engaging ways.
- Setting up attractive product displays and promotional booths.
- Delivering presentations and demonstrations to customers and other stakeholders.
- Engaging in meaningful interactions and building good relationships with customers.
- Distributing samples and providing feedback for improvement to the management team.
- Following up with customers and providing guidance on product selection

Showroom Manager

Lifestyle Fine Jewelry, Dubai

Since July 2012 to September 2017

Exclusively for Diamond, Gemstone Jewelry and Branded Watches

Duties and responsibilities:

- Responsible for optimum Customer Service.
- Accountable for sales and promotions.
- Showroom management.
- Accountable for the ISO audit.
- Responsible for stock arrangement.

Areas of Expertise

- Able to maintain high standards of display & visual merchandising to ensure the store is well presented.
- Ready and able to work individually or within a team environment.
- Good with numbers and able to use modern computerized equipment and specialist retailing software
- Good numerical skills with the Able to help customers find what they want.
- ability to manually calculate costs.
- Able to accurately describe a product features and benefits to a customer.
- Willing to work on a shift basis.
- Always smartly dressed, articulate and presentable.
- Ability to take ownership of issues and to work alone with little or no supervision.
- Ability to respond to timeframes and deadlines with pace.

Assistant Showroom manager

Chemmanur Jewellers LLC, Abudhabi

Since April 2005 to May 2012

Duties and responsibilities:

- Working with the Shop Manager to improve Shop operations, sales and profitability.
- Maximizing profits by controlling expenses.
- Continuously reviewing and managing team performance.
- Supporting the Store Manager in identifying opportunities for commercial advantage.
- Providing an exceptional in store experience for customers.

Sales supervisor

Chemmanur Jewellers Ltd. Bangalore, India

Since June 2001 to April 2005

Duties and Responsibilities:

- Coordinating and supervising the day-to-day sales efforts of the team.
- Leading, directing and motivating the sales team.
- Gaining a thorough understanding of every customer's needs in order to offer them the best solution.
- Presiding over weekly Sales staff meetings.
- Maintaining staff attendance and punctuality reports.
- Promptly handling customer complaints.
- Maintaining accurate records of customer contacts.
- Completing all sales paperwork.