



# KHALIL HASSAN

## CONTACT



### Phone

+971509233129

+971507018803



### Email

khalil.csr7@gmail.com



### Address

Al Ain - UAE

## SKILLS

- Exceptional verbal and written communication skills.
- In-depth product knowledge.
- Outstanding customer service.
- Creative problem solving.
- Relationship building.
- Proficient in MS word, excel, and PowerPoint.
- Cash handling, online, and direct cash transactions.
- Sales and merchandising expert.
- Work under pressure.
- Planogram development.
- Seasonal campaigns. Sales promotion.



## DRIVING LICENSE

Category 3: Manual  
Light Motor Vehicle



## EDUCATION

2021-2024

# BBA-IB



## LANGUAGES

Englis



Arabic



Hindi/ Urdu



## SALES AND CUSTOMER SERVICE REPRESENTATIVE

Dedicated Customer Service and Sales professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results.



## EXPERIENCE

### Gymnation L.L.C

Present

#### Telesales / Sales Representative

- Correctly identified client needs, providing tailored, personalized guidance to ensure outstanding customer experiences.
- Used consultative sales techniques to understand customer needs based on client expectations.
- Responded to telephone and in-person requests for information. Managed the sales lifecycle from lead generation to increased sales.
- Followed up with existing customers to provide additional support and add value by being customer-focused and delivering a high service standard.

### Emirates Driving Institute

Dec 2020 -2021April

#### Sales/ Customer Service Representative

- Information & inquiries about our products and services. Offering our products & services, Selling our packages and services.
- Using ORBIT SOFTWARE daily tasks during work—registration & Opening new files, EDI & RTA. As I was with a licensing Agency,
- I worked for RTA using the RTA Portal in new file opening, re-activation of old files, payments, transferring of files from one to another institute etc.
- RTA learning permits (issuing and renewal). Training Scheduling, test booking, classes' activation & deactivation, and final booking. Cash handling and payment receiving.

### Emirates Post Group

2013-2017

#### Customer Service Assistant

- Correctly identified client needs, providing tailored, personalized guidance to ensure outstanding customer experiences.
- Worked in operation, clerk and calling assistant, customer service and fleet supervizing.



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## SALES AND CUSTOMER SERVICE REPRESENTATIVE

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## EXPERIENCE

**Blue World Wholesalers Co.L.L.C. Al Ain**

**Present**

### Sales Executive

- **Strategic Leadership:** Lead sales initiatives to meet and exceed revenue targets.
- **Team Management:** Direct and support a team of sales merchandisers, fostering a high-performance culture aligned with company goals.
- **Client Relationship Development:** Build strong relationships with key clients, understand their needs, and deliver tailored solutions to enhance satisfaction and retention.
- **Market Analysis:** Monitor industry trends and competitor activities to proactively adjust sales strategies.
- **Reporting and Insights:** Prepare and present detailed sales reports and forecasts to management, providing insights to influence strategic decisions.

**Emirates Driving Institute**

**Dec 2020 -2021**

### Customer Service Representative

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- Cash handling and payments receiving.



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Category 3: Manual  
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## EDUCATION

2021-2024

**BBA-IB**



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**Present**

**Sales Executive**

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**Dec 2020 -2021**

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### Mars General Trading

**Merchandiser**

**Merchandiser Experience Summary:**

**Workplaces:** Hyper & Supers, Carrefour (FMCG), Co-op & Spinneys and Supermarkets.

**Experience:** 3 years

**Key Responsibilities:**

- Strictly followed JP (route plan) for assigned areas/sites.
- Implemented planograms to merchandise all products, maximizing visibility.
- Ensured product displays followed FIFO (First In, First Out) principle.
- Prepared NQC reports three months in advance and reported to the salesman.
- Supported salesmen in maximizing orders through effective merchandising.
- Built strong communication with store managers and staff to secure extra displays and increase category share.
- Acted as a salesman during their absence, such as during annual leave.



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## DRIVING LICENSE

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Light Motor Vehicle



## EDUCATION

2017- 2021	BBA
NOURAN	pursuing
2014	
MGCTE	HSE

## LANGUAGES

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## SALES AND CUSTOMER SERVICE REPRESENTATIVE

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## EXPERIENCE

### Gold's Gym/Uform Fitness-Al Ain

Membership Sales Agent

Nov 2022

- Correctly identified client needs, providing tailored, personalized guidance to ensure outstanding customer experiences.
- Used consultative sales techniques to understand customer needs based on client expectations.
- Respond to telephone and in-person requests for information.
- Increased sales by managing the sales lifecycle from lead generation.
- Followed up with existing customers to provide additional support and add value by being customer-focused by delivering a high standard of services.

### Emirates Driving Institute

Dec 2020

#### Customer Service Representative

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### Transmid & Mars General Trading

2018- 2020

#### Sales Merchandiser

- Working as a merchandiser for 3 years in Hyper & Supers, Carrefour (FMCG, OPSS), Co-op & spines, etc.
- Strictly follow the JP (route plan) in assigned areas/sites. Merchandise all products implementing the planograms to maximize visibility. Display product in FIFO.
- NQC report for 3 months in advance reporting to salesman. Support the salesman to maximize orders by doing the best merchandising.
- Building good communication with the store manager and other staff to get extra display and increase share in the category.
- Work as an acting salesman in the Absence of a salesman -such as annual leave of salesman.



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## SALES AND CUSTOMER SERVICE REPRESENTATIVE

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## EXPERIENCE

### Gymnation L.L.C

Present

Membership Sales Consultant

#### \*\*Merchandiser Experience Summary:\*\*

- \*\*Workplaces:\*\* Hyper & Supers, Carrefour (FMCG), Co-op & Spinneys

- \*\*Experience:\*\* 3 years

- \*\*Key Responsibilities:\*\*

- Strictly followed JP (route plan) for assigned areas/sites.
- Implemented planograms to merchandise all products, maximizing visibility.
- Ensured product displays followed FIFO (First In, First Out) principle.
- Prepared NQC reports three months in advance and reported to the salesman.
- Supported salesmen in maximizing orders through effective merchandising.
- Built strong communication with store managers and staff to secure extra displays and increase category share.
- Acted as a salesman during their absence, such as during annual leave.

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Category 3:  
Light Motor Vehicle-Manual

## EDUCATION

2017-2021  
NOURAN  
BBA pursuing

2014  
MGCTE  
HSE

## LANGUAGES

Englis



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### Mars General Trading

2018- 2020

Merchandiser

- Working as merchandiser for 3 years in Hyper & Supers, Carrefour (**FMCG, OPSS**), Co-op & spines etc.
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- Support salesman to maximize orders by doing the best merchandising.
- Building good communication to the store manager and other staff to get extra display and increase share in category.
- Work as a acting salesman in Absence of salesman -such as annual leave of salesman.

### Emirates Post Group

2013-2017

- Correctly identified client needs, providing tailored, personalized guidance to ensure outstanding customer experiences.
- Worked in operation, clerk and calling assistant, customer service and car courier.



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## EXPERIENCE

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2017-2021	BBA pursuing
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2014	HSE
MGCTE	

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2013-2017

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