



Muhammad Usman Sharif

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Work experience

Jean Paul Dupont, Dubai, UAE

Sales person

- Acknowledge customers in a friendly and helpful manner within 30 seconds of their entry into the area
- Handle all returns courteously and professionally
- Sell brand fragrances and related merchandise according to customer service techniques and professional selling skills
- Determine customer needs based on personal features and other customer preference related factors
- Explain and demonstrate use of fragrances through actual application
- Responsible for achieving personal sales goals

Mango Hypermarket, Dubai, UAE

Sales person

- Ensure proper presentation, organization, storing, and replenishment of stock
- Participate in pre-selling and sales driving events to maximize sales
- Ensure timely processing of new receipts, damages, testers, and return to vendors (RTVs)
- Maintain good housekeeping standards
- Ensure work area is free from hazards and work in a safe manner
- Adhere to Loss Prevention control and compliance procedures
- Be in compliance with all hygiene standards
- Perform other duties as needed

LANJWANI TRANSPORT L.L.C, Dubai, UAE

Customer Service Care

- Maintains customer records by updating account information.
- Resolves product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, and following up to ensure resolution.
- Maintains financial accounts by processing customer adjustments.
- Recommends potential products or services to management by collecting customer information and analyzing customer needs.
- Prepares product or service reports by collecting and analyzing customer information.
- Contributes to team effort by accomplishing related results as needed.

DHA, Lahore, PAKistan

Data Entry

- Maintains database by entering new and updated customer and account information.
- Prepares source data for computer entry by compiling and sorting information.
- Establishes entry priorities.
- Processes customer and account source documents by reviewing data for deficiencies.
- Resolves deficiencies by using standard procedures or returning incomplete documents to the team leader for resolution.
- Enters customer and account data by inputting alphabetic and numeric information on keyboard or optical scanner according to screen format.
- Maintains data entry requirements by following data program techniques and procedures.
- Verifies entered customer and account data by reviewing, correcting, deleting, or reentering data.
- Combines data from both systems when account information is incomplete.

Qualifications

- Active listening.
- Communication.
- Computer skills.
- Customer service.
- Interpersonal skills.
- Leadership.
- Management skills.
- Problem-solving.

Education

Association of Chartered Certified Accountants

SKANS, Pakistan

Interests

- Writing.
- Blogging.
- Podcasting.
- Marketing.
- Learning languages.
- Photography.

- Travel.

References

References available upon request.