



SHOAIB FAROOQUI

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Address: Abu Dhabi Al Mushrif Area

Delivering Excellent Sales and Customer Service Support to take up the challenges

PROFILE SUMMARY

Dynamic, Competitive and Results-Oriented professional offering an experience of over 8+ years in the Sales and Customer Support sector, Excellent communication skills summed up with splendid knowledge in the areas of Personnel Management, Potential to prove my **SALES AND CUSTOMER SERVICE** abilities for the mutual Benefits that provides me a platform for competition and carrier enhancement.

PERSONAL SKILLS

- Customer service-oriented, Negotiable Skills, Excellent Communication Skills.
- Store Opening And Closing procedures, Credit card transactions, Cash register familiarity
- Merchandising operations, Staff training and development, Motivated team player
- Outstanding interpersonal skills, Strong team building & Staff development skill

PROFESSIONAL EXPERIENCE

(E-City Electronics) Al Batha Groups

Duration: 2019 up to Present

Division:-IT & Audio/Video

Designation: Store Supervisor

Location: Abu Dhabi, United Arab Emirates

Job responsibilities:

- Supervising and coordinating the team to ensure all customers always receiving an optimal service level.
- Managing retail staff including cashiers, brand promoters and all other team members working on the floor.
- Good product knowledge in IT department, Audio/Video, Home Appliances and SDA line-up.
- Motivating the sales team to meet sales objectives by training and mentoring staff.
- Creating business strategies to attract new customers, expand store traffic, and enhance profitability.
- Coaching and motivating individuals within assigned area to maximize their performance.
- Preparing monthly reports, as required by the management coordinating with sales team.
- Maintaining a positive, empathetic and professional attitude toward customers at all time.

Plug-Ins Electronics (Al-Futtaim Group LLC)

Duration: 2012 up to 2019

Division: Customer Service & Electronics Department

Designation: Retail sales Representative

Location: Dubai, United Arab Emirates

Job responsibilities:

- Achieving the sales target by using advanced sales techniques and focusing on up selling/ cross selling.
- Maintaining a positive, empathetic and professional attitude toward customers at all time.
- Maintaining accurate and attractive merchandise displays, ensuring strategic placement of products in order to maximize purchases.
- Planning daily and weekly business operations to achieve sales targets & sales growth.
- Excellent communication skills with ability to perform as team players, coordinating with sales team and higher management.

LG Electronics

Duration: January 2010 – August 2012

Division: **Audio/Video**

Designation: **Brand Merchandiser**

Location: **Dubai, United Arab Emirates**

Job responsibilities:

- Arrange merchandise to look tidy and attractive to the customers.
- Achieving the sales target by using advanced sales techniques and focusing on up selling/ cross selling.
- Finding out the customer service problems and showroom complaints to resolve services issues.
- Participates in all inventories & stocks check.
- Maintaining awareness of competitor's information & performance.
- Assumes and completes other duties as assigned by store management
- Communicating and coordinating with colleagues as necessary.

ACHIEVEMENTS

- Awarded as best employee of the month Many Times.
- Rewarded by the management for constantly achieving more than 100% Extended warranty target since joining.

EDUCATION

Bachelor in Commerce (B.COM)

PERSONAL DETAILS

Contact No	:	+971555113456
Nationality	:	Indian
Date of Birth	:	May 19, 1987
Marital status	:	Single
Languages known	:	English, Hindi & Arabic

I solemnly declare that the above information furnished by me is factually correct to the best of my knowledge.

Mohammed Shoaib Farooqui