

Danish Sultan

Sales Supervisor

Results-oriented Retails professional processing in-depth understanding of sales, merchandising and marketing principles and customer service practices. Relies on 10 years' experience delivery excellent customer service. Applies thoughtful and practiced listening and speaking skills. Understand and utilize sales, merchandising and marketing skills.



Work History

**2019-06 -
2020-03**

FLC EVENTS

Supervisor

- Applied strong leadership talents and problem-solving skills to maintain team efficiency and organize workflows to meet any daily demand.
- Conducted routine inspections of incoming materials to check quality and compliance with established product specifications.
- Introduced team contests and goals to enhance productivity and improve employee morale.
- Measured team performance and reported metrics to leadership team members.
- Set and managed schedules to give proper coverage to required areas and meet customer service demands.

**2018-11 -
2019-04**

HUAWIE MOBILES

Roadshow Supervisor

- Provided supportive link between external customers and internal operations.
- Set and managed schedules to give proper coverage to required areas and meet customer service demands.
- Developed training, task and process guidelines and communicated clear and concise directions to employees.
- Manage selling of various products to target customer segments in a professional manner.
- Utilized standard operating procedures, effective crew resource management, communication and procedures specified in company operation manual.
- Measured team performance and reported metrics to leadership team members.
- Created efficient work schedules for each team member to maintain deadlines and keep shifts properly staffed.

**2017-09 -
2018-08**

OPPO MOBILES

Field Supervisor



Contact

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- Managed quality assurance program including on site evaluations, internal audits and customer surveys.
- Resolved conflicts and negotiated agreements between parties in order to reach win-win solutions to disagreements and clarify misunderstandings.
- Developed team communications and information for client meetings.
- Applied strong leadership talents and problem-solving skills to maintain team efficiency and organize workflows to meet any daily demand.
- Introduced team contests and goals to enhance productivity and improve employee morale.

**2015-07 -
2017-07**

NESTLE NDG

Visual Merchandiser

- Restocked, arranged and organized merchandise in front lanes to drive product sales.
- Maintained records related to sales, returns and inventory availability.
- Educated customers on promotions to enhance sales.
- Updated pricing and signage to complete product displays and educate customers.
- Completed seasonal windows, dressed mannequins and arranged in-store displays to showcase available products.
- Prepared interesting and innovative visual displays to grab customer interest and promote sales.
- Traveled to market, visited vendors and assisted buyers with merchandise selection.
- Led merchandise selection, pricing, planning and marketing.

**2014-04 -
2015-03**

HTC MOBILES

Visual Merchandiser

- Established open and professional relationships with team members which helped resolve issues and conflicts quickly.
- Cross-trained and provided back up for customer service managers.
- Trained team on all aspects of operating procedures and company services.
- Coached team members in customer service techniques, providing feedback and encouragement toward reaching sales goals.
- Generated business through successful customer follow up and giving awareness to the customer about the company products.
- Resolved stock problems, improved operations and provided exceptional client support.

**2011-03 -
2014-02**

SONY MOBILES

Brand Promoter

- Identified interested and qualified customers to provide potential customers with additional information regarding product.

- Contacted customers to follow up on purchases and suggest additional purchase options.
- Visited trade shows, stores and community organizations to demonstrate products or services and answer questions from potential customers.
- Report to my HOD 's on daily sales progress.
- Approach the customer and explain the product details.



Education

**2009-02 -
2010-01**

Science Education

Rawalpindi High School - Rawalpindi

- English
- Urdu
- Hindi
- Punjabi