



IMRAN KHAN

Dubai,UAE,0000

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CORE QUALIFICATIONS

- Computer literate
- Sales techniques
- Applicant tracking
- Product expertise
- Promotions
- Cash management
- Stock counting
- Customer service
- Online sales
- Leadership
- Problem-solving
- Communication skills
- Social media marketing

ADDITIONAL INFORMATION

- Driving License
- Issue Date - 24/03/2019
- Expiry - Date -24/03/2026
- Place of Issue - DUBAI
- License NO - 3913599
- Permitted Vehicle - LMV AMT -03

PROFESSIONAL SUMMARY

Results-Driven retail sales advisor with more than 8 years of experience, specializing in Gift Items/Toys/Clothes and Stationary Offering outstanding levels of service with perfect listening and communication skills. Energetic team player, able to consistently hit sales targets by implementing customer oriented technique.

EXPERIENCE

2021 – **January 2023**

Retail Sales Representative New Era Bookshop LLC | Dubai, UAE

- Increased last year sales by 20% by building rapport with customers.
- Advised customers on current company products and services available, tailoring advice to suit customers' needs.
- Processed new orders and refunds in line with company standards.
- Complied with company's data security and confidentiality information.
- Created a positive working environment for Sales team by implementing new technique.
- Achieved and maintained high average conversion rate.
- Resolved enquiries within target timeframes.
- Multitasked up to three online chats simultaneously whilst maintaining excellent customer service.

June 2014 - August 2020

Retail Sales Associate Top Gifts Trading LLC | Dubai, UAE

- Resolved customer queries using active listening and problem solving skills.
- Displayed outstanding personal presentation and customer service in customer-facing role.
- Communicated maintenance, inventory and checkouts issues effectively with management and team of 10 staff.
- Worked checkout and floor sales during peak seasonal trade periods.
- Processed high volume of customer sales using POS system.
- Processed new orders and refunds in line with company standards.

June 2012 - March 2014

Team Leader Med save Health care TPA limited | New Delhi , India

- Inspired teams to achieve or exceed goals through regular motivation, implementing loyalty incentives and facilitating team-building activities.

- Served as customer service team lead, enforcing company policies, answering co-workers' questions and training new staff.

EDUCATION

2012

Bachelor of Art• | Arts
CSJM Kanpur University, India

2009

Intermediate | Education
UP Board Allahabad, India

2006

High School | Education
UP Board Allahabad, India

LANGUAGES

English, Urdu, Hindi: First Language

PERSONAL INFORMATION

- Birthday - 03/01/1989
- Nationality - India
- Gender - Male
- Marital Status - married
- * Visa - Status –**Visit Visa**