



HASSAN SHABIR

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Career Objective:

Looking to build on my extensive range of technical, communication, competitive and professional skills within a suitably challenging role. Keen to achieve further professional development in Sales and Customer service.

Professional Experience:

Experience in UAE

Company: Emirates India International Exchange (Feb 2022 – Till date)

Currently working in *Emirates India Internal Exchange* as *Customer service officer* from Aug 2022 to till date (Dibba Br)

Roles and Responsibilities:

- Answered customer queries on new products, services and offers to increase sales.
- Attending customers for making remittance currency exchange and cross selling of allied products .
- Applied company policy and procedure to increase customer satisfaction.
- Built and maintained strong working relationships with colleagues to help deliver exceptional customer service
- On time responding to emails, working on day end reports as per company norms.
- Handling customer queries on the new products and services, explaining on sales offers to customers which lead to increase in sales.
- Resolving customer complaints by contacting internal teams on time to maintain customer satisfaction.
- Responsible with branch activities, key handing, new product updates and team collaboration.

And worked as *Marketing Specialist* in same company from (Feb 2022 – June 2022) – **Dubai**

Roles and Responsibilities:

- Promoting online Mobile Application to increase business.
- For WPS sales, working on market visiting Customers for FC exchange.
- Visiting Camps and companies for bulk registration, explaining products and converting business.

Experience in India

November 2019 – Aug 2021 : Vivo mobile India

Process Type : Sales Promoter
Product : Smart Phones
Work Location : Hosur, Tamil Nadu

Responsibilities and Duties:

- Demonstrating and providing information on brand products/services
- Create a positive image and lead consumers to use it
- Identify interested and qualified customers to provide them with additional information.
- Report on demonstration related information (interest level, questions asked, number of samples/flyers distributed etc)
- Set up and arrange displays and demonstration areas to attract the attention of prospective customers.
- Build constructive customer relationships and team with channel partners to build pipeline and close deals
- Analyse sales figures, customers reactions and market trends to anticipate product needs and plan product ranges/stock
- Planning and developing merchandising strategies

April 2016–October 2019 : Samsung Mobile India (IKYA Human Resources)

Process Type : Sales Merchandiser
Product : Mobile Phones & Tablets
Work Location : Hosur , TN

Responsibilities and Duties:

- Completely responsible for Mobile and Accessories sales for brand SAMSUNG
- Understanding customer requirement and fulfilling with best mobile as per his criteria
- Gaining market share knowledge for opponent products and niching best of Samsung
- Maintaining weekly and monthly sales reports as per company requirement
- Maintaining stock for all models and accessories
- Demonstrates products and services to existing/potential customers and assists them in selecting those best suited to their needs.
- Expedites the resolution of customer problems and complaints.
- Restructured overall store layout and merchandising standards to improve brand image and increase sales.
- Collaborating with buyers, suppliers, distributors and analysts to negotiate prices, quantities and time-scales

- Monitor stock movement and consider markdowns, promotions, price changes, clear-outs etc.
- Speeds up the process of after sales services to customers like warranty claim, etc.

August 2013– Mar 2016 : Chevrolet India

Process Type : Sales Executive
 Product : Passenger Cars
 Work Location : Karur(India)

April 2009 – July 2013 : TATA MOTORS

Process Type : Sales Executive
 Product : Passenger Cars
 Worked Location : Salem & Chennai (India)

Responsibilities and Duties:

- Contact clients with interest in procuring automobiles to offer them sales deals
- Maintain a list of new/existing customers and occasionally communicate with them to discuss business opportunities
- Identify current product pricings, competing products and new techniques of merchandising
- Conduct negotiations with clients to reach a profitable bargain
- Interact with customers to identify their requirements and assist them in selecting a car that meets their specifications
- Develop an in-depth understanding of our current car inventory and use that knowledge to encourage customers to make a purchase
- Assist in setting up the sales lot or the showroom floor for promotions and to put new models on display

Personal Skills:

- Positive attitude
- Clear communication
- Product knowledge
- Problem solving
- Patience.

Technical Skills:

- MS Office.
- Handling Emails.
- Basic Software update

Academic Credits

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- Completed SSLC in Govt Higher Sec School, Karur, Karur District, Tamil Nadu.
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Personal Details

D.O. B	: 23/06/1988
Marital Status	: Married
Nationality	: Indian
Passport No	: V0565188
Permanent Address	: 385/1, Raja Nagar, Andankoil East, Karur
Languages	: English, Hindi, Urdu, Malayalam, and Tamil

Declaration:

All the above information is true to my conscience. If given an opportunity to work in your esteemed concern, I will ensure best service from my end all time come.

Date :

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Place :