

# Robin Bashir



## Contact

### Address:

Al Rigga, Opposite to Grand  
Central Hotel, Majid Building,  
Dubai.

### Phone:

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### Email:

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## Languages

English  
Arabic  
Urdu

## Hobbies

- Writing
- Traveling
- Photography
- Design

## Objective

To join an organization where I can use my skills and give my excellent performance for its success, as well as to continuously learn and improve my customer service and interpersonal skills.

## Skill Highlights

- Presentation skills
- Strong decision maker
- Complex problem solver
- Leadership skills
- Creative design
- Innovative
- Service-focused
- Microsoft Office

## Experience

**Sales Consultant** – 09/2018 till date

**Travellex Emirates Exchange LLC. UAE**

- Deliver excellent customer service.
- Follow the sales process in order to maximize the sales.
- Manage till stocks and denominations of major currencies.
- Fully investigate overs and shorts (differences) and report.
- Resolve customer complaints, guide them and provide relevant information.
- Preparing KPI and short & over report for the staff weekly.

**Sales Executive** – 02/2011 to 9/2018

**Sharaf DG. UAE**

- Identifying customers need by asking open-ended questions and providing best solutions.
- Leading team of 5 Staff in the absence of Line Manager.
- Constantly developing existing sales processes which will generate sustainable growth.
- Documentation of accurate & informative sales reports.
- Prospecting by phone and email.
- Evaluating competitor activity and developing appropriate responses.
- Attending trade shows and exhibitions when required.
- Cold calling potential clients via telephone.
- Making appointments to meet new and existing clients.

### Achievements:

- Star of the Quarter in 2016 (Q3).
- Highest Extended Warranty Achiever.

## Education

Matriculation, Lahore Board – 2005 – St. Thomas High School