

# ABBAS RAFIQ

## Sales Executive

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Location: Dubai, U.A.E



## INTRODUCTION

Strongly dedicated and reliable Sales Executive with an outstanding client satisfaction history and superior work ethic. Highly proficient at functioning well as an independent worker with little to no supervision or as part of a local executive management team. Exceptionally skilled at maintaining excellent relationship networks with clients, vendors, and all levels of staff with a high degree of courtesy and professionalism.

Core Qualifications

- Excellent breadth of retail sales executive experience
- Exceptional interpersonal and communication
- High knowledge of MS Office applications

## RECENT EXPERIENCE

### Junior Accountant / Head Cashier

[Monkey Cookies LLC \( Kiosk \)](#)

14/2021 - 28/2023

Dubai, U.A.E



- Post and process journal entries to ensure all business transactions are recorded.
- Update accounts receivable and issue invoices.
- Update accounts payable and perform reconciliations.
- Assist in the processing of balance sheets, income statements and other financial statements according to legal and company accounting and financial guidelines.
- Assist with reviewing of expenses, payroll records etc. as assigned.
- Update financial data in databases to ensure that information will be accurate and immediately available when needed.
- Prepare and submit weekly/monthly reports.

### Head Cashier

[Edelweiss Dmcc \(Supermarket\)](#)

08/2020 - 12/2020

Dubai, U.A.E



- Greeting and directing customers.
- Providing accurate information about product features and pricing.
- Conduct price and feature comparisons to facilitate purchasing.
- Manage returns of merchandise.
- Inform customers about discounts and special offers.
- Processes register transactions.
- Ensures that all register drawers are balanced at the end of a shift.

### Sales Representative

[F. Mart \(Supermarket\)](#)

01/2020 - 08/2020

Dubai, U.A.E



- Stock control and management.
- Assisting shoppers to find the goods and products.
- Responsible for processing cash and card payments.
- Answering queries from customers.
- Reporting discrepancies and problems to the Manager.
- Balancing cash registers with receipts.
- Manage point-of-sale processes.
- Receiving and storing the delivery of large amounts of stock.
- Dealing with customer refunds.
- Attaching price tags to merchandise on the shop floor.

## LANGUAGES

English IELTS 6.5

Proficient



German A2

Advanced



Urdu

Native



## EDUCATION

High School Certificate

[Government Degree Boys College](#)

09/2017 - Karachi Pakistan

Secondary School Certificate

[House of Children School](#)

05/2013 - Karachi Pakistan

## PERSONAL INFO

Father's Name

Rafiq Dhanani

Date of Birth

6th September 1997

Nationality

Pakistani

## RECENT EXPERIENCE

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### Call Center Representative

IF Logics (Call Center)

08/2017 - 11/2019

Karachi, Pakistan



- Manage large amounts of inbound and outbound calls in a timely manner.
- Follow communication "scripts" when handling different topics.
- Identify customers' needs, clarify information, research every issue and provide solutions and/or alternatives.
- Seize opportunities to upsell products when they arise.
- Build sustainable relationships and engage customers by taking the extra mile.
- Keep records of all conversations in our call center database in a comprehensible way.

### Sales Admin

Linkin Avenue (Software House)

12/2016 - 06/2017

Karachi, Pakistan



- Management and resolve customer complaints.
- Finalize assignments to ensure that they are accurate and well presented.
- Liaising with the line manager to clarify assignment-related expectations, as needed.
- Storing and filing copies of all completed assignments.
- Follow up customer calls where necessary.
- Keeping an accurate record of hours worked and income received.
- Ensuring that your work equipment always remains excellent working condition.
- Maintain and update sales and customer records.
- Develop monthly sales reports.

## QUALIFICATIONS AND SKILLS

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- Verbal and written communication skills
- Listening skills
- Problem analysis and problem solving
- Customer service orientation
- Organizational skills
- Attention to detail
- Team work
- Stress tolerance

