

# ARIF MEHMOOD

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Al Warqa1, Dubai, UAE

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## SALES ASSOCIATE

As a highly motivated and results-driven Sales Associate and Customer Service professional, I have a proven track record of exceeding sales targets and delivering exceptional customer experiences. With my excellent communication skills, attention to detail, and ability to build strong relationships with customers, I am confident in my ability to contribute to the growth and success of any organization. Whether it's managing customer inquiries, identifying new sales opportunities, or providing personalized service, I am committed to delivering results and ensuring customer satisfaction at all times.

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## STRENGTHS AND EXPERTISE

Time Management  
Customer Service

Negotiation Skills  
Product Knowledge

Team Leadership  
Communication

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## PROFESSIONAL EXPERIENCE

### Aventura Parks Dubai

October 2022 - Present

#### Customer Service Representative

- Assist customers with their needs and process sales
- Manage trial rooms based on customer traffic
- Respond to customer queries and complaints in a polite and helpful manner, referring them to DM/SM/SO when necessary
- Resolve customer complaints and issues in a polite and efficient manner.
- Keep accurate records of customer interactions, transactions, and inquiries.
- Monitor customer feedback and satisfaction levels in order to identify areas for improvement and provide feedback to management

### Imtaiz Supermarket

August 2019 - August 2022

#### Sales Associate

- Maintain stock levels and availability on the sales floor through continuous management
- Receive and verify merchandise shipments for quality and quantity
- Unpack and categorize merchandise, sort, tag, and place products on racks, shelves, and mannequins according to company standards
- Ensure merchandise is laid out as per display principles, maintaining sizes and ratios
- Operate tills and accept cash, credit cards, and vouchers
- Assist with price and discount checks, exchange/return product availability
- Maintain an excellent standard of presentation and tidiness of the sales floor and till areas
- Keep fixtures, fittings, and merchandise tidy and neat at all times
- Assist with layout changes, including moving and assembling fixtures and counters
- Remain alert to minimize shoplifting/internal shrinkage
- Carry out any ancillary and incidental duties, as well as any assigned duties from time to time

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## **EDUCATION**

2017 – 2022

BS(Hons) in Electrical Engineering

Sarhad University of Science & Tech - Pakistan

2014 – 2017

Diploma of Associate in Electrical

Poly Tech College

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## **CERTIFICATION**

- Web and App Development
  - Creative Writing
  - E-Commerce Management
  - Affiliate Marketing
  - Data Analysis
  - Word-press
  - ZSA Suicide Awareness
  - Graphic Design
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References are available on request.