



# MUHAMED NIYAZ

## Sales Supervisor cum Customer Service Representative

Dedicated and enthusiastic individual with over 4 years of work experience in Sales, Supervision and Customer care service. Have a proven track record in generating sales leads, supervising sales teams, and providing customer service. Bringing forth a proven track record of working collaboratively with sales teams to achieve goals, escalate revenue gains, and advance the sales cycle of the company. Strong leadership skill with ability to work well with diverse groups of people in a team atmosphere. Seeking for a career enrichment opportunity in a reputed organization to give positive contributions to promote the firm with my knowledge, dedication and also to use the experience to enhance my professionalism.

### KEY SKILLS

Customer Service	Marketing	Conflict Resolution
Sales Strategies	Multitasking	Negotiation
Lead Generation	Management	Supervision
Product knowledge	Sales	Persuasion Skills

### EMPLOYMENT CHRONICLE

- ❖ SALES SUPERVISOR

2022 - 2023

Shematt Silks, Clothing store, Kerala, India

  - Supervised and coordinated the day-to-day sales efforts of the team.
  - Initiated sales activities, strategies, and sales plans required to build brand visibility.
  - Organised workflow and ensure that employees understand their duties and delegated tasks.
  - Evaluated the performance of the sales team and sought ways to improve the team's performance.
  - Monitored employee performance to ensure that they were meeting goals and adhering to company policies.
  - Supervised end-to-end stock management, including examining incoming inventory, merchandising shelves and preventing shrinkage.
  - Assisted Line Manager in recruitment of team members, subject to agreed criteria.
  - Supervised staff, created a positive environment and ensured customer satisfaction and proper branch operation.
- ❖ CUSTOMER SERVICE REPRESENTATIVE

2021

Cake Store, Baking Tools Retails, India

  - Developed a reputation as an efficient service provider with high levels of accuracy.
  - Managed a wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
  - Refer unresolved customer grievances to designated departments for further investigation.
  - Managed quality communication, customer support and product representation for each client.
  - Researched and analyzed data to address operational challenges and customer service issues.
  - Had done a customer care representative role in Bekal International Beach Festival in India.

### PERSONAL DETAILS

Mobile +971 507475752  
Email ID muhamedniyaz5551@gmail.com  
Address Dubai, UAE  
Nationality Indian  
D.O.B 23.01.1999  
Gender Male  
Marital Status Single

### ACADEMIC CREDENTIALS

**BBA in Travel and Tourism Management** 2020  
Malik Deenar College of Graduate Studies,  
Seethangoli  
**Plus Two** 2017  
I.E.M H.S.S Pallikara  
**SSLC** 2015  
I.E.M H.S.S Pallikara

### CERTIFICATIONS

- Diploma In Indian and Foreign Accounting
- Professional Diploma in Indian, Foreign and SAP with FICO.
- Sap Education Site License Program - Sap Overview, Financial Accounting, Management Accounting
- Speed wings - Awareness in Travel and tourism, Awareness in Cargo Handling, Aviation Awareness, Awareness in CRS, Personality Development & Communicative English
- GCC VAT Using Tally

### LANGUAGES

- English
- Malayalam
- Hindi

### SOFTWARE PROFICIENCY

- MS Office
- Quick Books
- Tally