



FAIJAN KHAN

Contact

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Languages

- English
- Hindi
- Urdu
- Arabic

Personal Details

Date of birth : 01/07/1995

Nationality : Indian

Gender : Male

Marital Status : Single

Achievement

- Spark of the month,
- Driving Licenses

Objectives

Efficient Grocery Clerk skilled in managing stock and merchandising products. Expert in assisting multi-tasking and handling high-volume work. Multilingual individual with team-oriented nature and expertise to handle diverse task.

Skill Highlights

- Merchandising
- Point of sales (POS) cash counter operating
- Computer Hardware
- Team -Work
- Microsoft Office ((Word, Excel)
- Problem Solving
- Time Management

Experience

STOCKER (CARREFOUR MARKET) 2018 – Present, Dubai, UAE

- Created eye-catching merchandise displays to draw attention to new and promotional items.
- Monitored work space to keep neat, orderly and safe.
- Checked shelves to keep fully stocked at all times.
- Cleaned and tidied storage areas to maintain health and safety standards.
- Used inventory management system to maintain accurate order records.
- Transported stock from warehouse and placed on shelves to replenish items.

Sales Associate (Geant Hyper Market LLC) Dubai,UAE 2016 - 2018.

- Opened and closed cash registers, performed tasks such as counting money, separating charge slips, coupons, and vouchers, balanced cash drawers, and making deposits
- Recommended, selected, and helped locate merchandise based on customer needs and desires.
- Provided recommendations for service improvements impacting over 3,000 customers, included analyzing competitor strategies, 'voice of the customer' data, and process mapping.
- Helped increase district-wide customer satisfaction and product quality, improving the percentage of "highly satisfied customers" from 42% to 55%. Increased the sale of 5+ low performing items by 20% by using merchandising techniques that included product placement and visual strategies.

Sales Supervisor **2012 – 2015**
India / Wanley & Co (Shoes Retail Business)

Passport Details

Passport No : M5781642

Passport Issue: 30/01/2015

Passport Expiry: 29/01/2025

License Details

License No : 4431700

Expiry Date : 09/02/2025

License type: Auto

- Led operations promoting productivity through high-quality coaching and mentoring.
- Gave team members support needed for upselling products and services and closing sales with customers.
- Demonstrated high level of customer service to all clients by asking questions and assisting on sales floor.
- Collaborated with management and executives and made strategy recommendations based on insights into sales operations.
- Checked for quality assurance by monitoring team calls.
- Generated effective sales strategies and taught new employees company procedures and policies.

Customer Service Representative **2010-2012**

Reference

Will be provided upon request.

- Receive in bound calls from customers, prospects and non-customers while maintaining established standards for number of calls, pick-up time, duration of call and quality of call.
- Provide high quality customer service by answering enquires, efficiently and politely with correct and complete information and redirect them where appropriate.
- Provide high quality customer service by answering enquires, efficiently and politely with correct and complete information and redirect them where appropriate.
- Identify customer's problems and offer appropriate solutions.
- Participate in Outbound calling programs and other projects and activities when required.

Education

Bachelor of Arts Oriental collage (India)