

MOHAMED ZAFARULLA FOWZER

Indoor Sales Executive

Phone Number: +971544099862

[linkedin.com/in/mohamed-zafarullah](https://www.linkedin.com/in/mohamed-zafarullah)

E-mail: zafafowzer@gmail.com



PROFILE

A disciplined, task-oriented professional with over 09 years of experience in indoor sales executive, sales coordinating, and sales associates. Capable of communicating and interacting with a wide variety of people and groups at all levels of the organization. A motivated, energetic, and outgoing person can manage multiple responsibilities while remaining passionate.

EDUCATION

- GCE Ordinary and GCE Advance Level Commerce Stream - Zahira National School Sri Lanka | **1999**
- Diploma in Business Administration – National Institute of Business Management Sri Lanka | **2000**
- Diploma in Computer Hardware Engineering - Cyber Soft Computer Systems Sri Lanka | **2003**
- Diploma in Microsoft Office - British Business Academy Sri Lanka | **2001**
- Diploma in Desktop Publishing - Global School Computer Technology Sri Lanka | **2002**
- Diploma in Word Processing - British Business Academy Sri Lanka | **2001**
- Diploma in Food & Beverage - The Super International School of Hotels and Foreign Languages Center Sri Lanka | **2003**

EXPERIENCE

Brothers Tech Group Pty Ltd, South Africa | 2020 - 2023

Indoor Sales Executive

- Maintaining long-lasting relationships with existing customers through exceptional after-sales service.
- Actively sourcing new sales opportunities through cold-calling and emailing.
- Developing in-depth knowledge of product features and benefits.
- Utilizing virtual meeting to build relationships with new customers.
- Processing customers purchase order and liaising with the logistics department to ensure the timely delivery of ordered products.
- Advising customers on suitable product selection based on their needs and specifications.
- Creating a sales pipeline to accurately reflect the relative placement of sales prospects in the purchasing process.
- Following up on sales inquiries that are made by potential customers through website chats, emails, and inbound calls.
- Setting up face-to-face meetings between potential customers and outside sales representatives.

Brothers Tech Group Pty Ltd, South Africa | 2017 - 2019

Sales Coordinator

- Experience in coordination/account management role supporting sales professional in a team environment.
- Prepare contracts, generate sales reports, and put new corporate sales strategies into action.
- Manage accounts for sales professionals in a team setting.
- Stick to communication guidelines and policies.
- Prior sales experience and excellent office skills (Excel/Word) are preferred.
- Strive for accuracy in quotes and orders by paying close attention to detail.
- Respond quickly to customer complaints and offer alternatives
- Assist the manager with extra tasks.

Brothers Tech Group Pty Ltd, South Africa | 2014 - 2017

Sales associate

- Maintained organized presentable merchandise to drive continuous sales.
- Analyzed and properly processed product returns assisting customers with finding alternative merchandise to meet needs.
- Worked alongside retail representatives to boost sales by enhancing product presentations and advertising collateral.
- Trained and developed new sales team associates in products, selling techniques and company procedures.
- Organized racks and selves to maintain store visual appeal engage customers and promote specific merchandise.

Accomplishment

Energetic and result-oriented sales executive with 3+ years of experience driving revenue growth and exceeding sales targets in the electronics industry. Proven track record of cultivating strong client relationships and consistently closing deals, resulting in a 20% increase in sales revenue over the past year. Adept at identifying new business opportunities and implementing strategic sales strategies. Passionate about delivering exceptional customer service and contributing to team success.

Skills

- Good presentation
- Active listening and communication
- Product knowledge
- Excellent Customer service
- Flexibility
- Organization
- Effective Leadership
- Team player
- Effective problem-solving skills.
- Time Management
- Merchandise knowledge
- Negotiations

Personal details

- Nationality : Sri Lankan
- Passport no : N9671748
- Visa Type : Visit Visa

Languages

- English
- Tamil
- Sinhala
- Afrikaans
- Sepedi

Key competencies

- Excellent sense of responsibility through enthusiasm and commitment to work.
- Driven by challenges, personal values and believes in teamwork.
- Excellent analytical and time management skills.
- Fully conversant with MS Excel and other MS office suite.
- Committed to creating a continuous improvement culture within a team and organization.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Quickly adapting to new environments, roles and ability to learn new languages, tools, or methodologies.

I hereby declare that the information given is correct to the best of my knowledge and belief and that I have not withheld any information which might reasonably be calculated to adversely affect my suitability for employment.

MOHAMED ZAFARULLAH FOWZER