

**Karan Bir Singh**



# WORK EXPERIENCE



**PERSONAL INFORMATION**

 Dubai, UAE

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 [**singhkaranbir062@gmail.com**](mailto:singhkaranbir062@gmail.com)

Sex Male | Date of birth 06th Feb 1993 | Nationality Indian

Driving license ▪ Valid UAE Light Vehicle Driving License

October 2021 to Currently

# Last Mile Dispatcher

E-commerce at Majid Al Futtaim **(Carrefour)** Dubai -UAE

* Receive emergency and non-emergency calls and record significant information.
* Address problems and requests by transmitting information or providing solutions.
* Receive and dispatch orders for products or deliveries.
* Prioritize calls according to urgency and importance.
* Use radio, phone or computer to send crews, vehicles or other field units to appropriate locations.
* Monitor the route and status of field units to coordinate and prioritize their schedule.
* Provide field units with information about orders, traffic, obstacles and requirements.
* Enter data in the computer system and maintain logs and records of calls, activities and other information.

October 2019 to September 2021.

**Sales Assistant**

Kabir Ahmad Cleaning Services Company Dubai –UAE

▪Greeting and serving customers as they enter the store.

▪Advising and assisting customers.

▪Handling complaints or forwarding serious issues to the manager on duty.

▪Conducting customer transactions.

▪Replenishing the supply of stock on the shelves.

▪Assisting with store deliveries

June 2017 to June 2019.

# Sales Team Leader

Umami Restaurant, And Branch of Chinese Dubai – UAE.

* + Assist Managers in Sales Strategy Development. ...
  + Keep Informed of New Products and Services. ...
  + Recruit, Train, and Coach the Sales Team. ...
  + Delegate Tasks and Set Deadlines. ...
  + Set Sales Targets and Motivate Sales Team. ...
  + Prepare Sales Reports.



April 2015 to March 2017

# Sales Officer

V5 Global Services Pvt. Ltd. - India

* + - Developing and sustaining long-lasting relationships with customers.
    - Screening, recruiting, and training sales employees.
    - Calling potential customers to explain company products and encourage purchases.
    - Answering customers' questions and escalating complex issues to the relevant departments as needed.

October 2014 to

February 2015

# EDUCATION AND

**TRAINING**

Started in 2010

Completed in 2013

# Cashier Customer Service

Shopping Bag (co – branch) under Gil Capital Group of Companies-Singapore (03 months training)

* Provides a positive customer experience with fair, friendly, and courteous service.
* Registers sales on a cash register by scanning items, itemizing and totaling customers' purchases.
* Resolve customer issues and answers questions.
* Bags purchases if needed.



# Bachelor of Science

Guru Nanak Dev University .( G.N.D.U) , Punjab, India

# LANGUAGES

**PERSONAL**

**SKILLS**

HONORS AND

AWARDS



* English
* Hindi
* Romanian - Beginner
* Arabic - Beginner
* Punjabi - Native



Good communication skills gained through experience from working as Salesperson Basic math and money handling skills. Think fast.

Basic Skills in MS Office. Product knowledge.

Active listening. Industry expertise. Communication skills. Sales skills.

Customer service skills. Tech literacy.



Seminar on the topic Green Chemistry and Sustainable development from G.N.D University in 2012