

Khan Faizuddin Ahmed



📍 Dubai, UAE | 📞 +971504189916 | ✉ khanfaizuddin.sfs@gmail.com
🌐 LinkedIn: linkedin.com/in/faiz-khan-2261a71b7

Professional Summary

Results-driven operations and retail management professional with 4+ years of experience in business center operations, retail management, and customer service. Adept at process optimization, client relationship management, financial oversight, and team leadership. Proven ability to streamline operations, enhance customer satisfaction, and drive business growth. Skilled in inventory control, financial reporting, event coordination, and CRM software.

Key Skills & Competencies

- Sales & Lead Generation
- Client Viewings & Consultations
- Client Relationship Management
- Negotiation & Lease Agreements
- Market Research & Competitor Analysis
- Financial Reporting & Budgeting
- Retail & Business Center Operations
- Process Improvement & Optimization
- Customer Service Excellence
- Sales & Revenue Growth
- Microsoft Office (Excel, Word, PowerPoint)
- SAP-MM & CRM Software

Professional Experience

Sales Officer – Business Center

Royal Class Group, Dubai, UAE | June 2023 – Present

- Managed the end-to-end sales process for office spaces, from lead generation to contract closure.
- Conducted client viewings, showcasing office spaces and explaining features to potential tenants.
- Developed and maintained relationships with clients, ensuring high customer satisfaction and retention.
- Negotiated lease agreements, ensuring terms aligned with business objectives and client needs.
- Implemented inside sales strategies, handling inbound inquiries and converting leads into clients.
- Assisted in market research and competitor analysis to improve sales strategies.
- Coordinated with the operations team to ensure smooth onboarding and service delivery for new clients.
- Tracked and reported sales performance, contributing to revenue growth and occupancy rates.

Key Achievements:

- Increased occupancy rates by securing multiple lease agreements with corporate clients.
- Boosted revenue by implementing targeted sales outreach strategies.
- Improved client conversion rates by 25% through enhanced consultation and negotiation skills.

Assistant Store Manager

❖ Reliance Retail Ltd., India | May 2019 – Nov 2022

- Supervised store operations and team performance to ensure compliance with company standards and sales targets.
- Managed a team of 25+ sales associates, optimizing staff allocation for peak efficiency.
- Led customer service initiatives, resolving complaints, and enhancing in-store experience.

- Controlled inventory by implementing FIFO & FEFO strategies, reducing wastage and stockouts.
- Provided sales training and mentorship to employees, improving product knowledge and service delivery.
- Analyzed financial performance, tracking expenses and maximizing profit margins.

Key Achievements:

- Increased sales by 20% by executing targeted marketing and team performance strategies.
- Reduced inventory shortages by 15% through improved stock management and forecasting.
- Developed a high-performing team, improving employee retention and productivity.

Education

- B.Sc. in Hotel Management & Catering Technology – Mahatma Gandhi Mission's Institute of Hotel Management, Aurangabad (2017-2020)
- Higher Secondary Certificate (HSC) – Maulana Azad College, Aurangabad (2013-2015)
- Secondary School Certificate (SSC) – Burhani National English High School, Aurangabad (2012-2013)

Certifications & Technical Proficiency

- MS-CIT (Maharashtra State Certificate in Information Technology)
- SAP-MM Module
- Business Center CRM Software
- Opera & IDS Hotel Software

Languages

- English – Fluent
- Hindi – Fluent
- Marathi – Intermediate