



# MUHAMED BASIL MA

## CONTACT INFORMATION

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Dubai United Arab Emirates

## EDUCATION

### DIPLOMA IN FIRE AND SAFETY | 2008

- NIFE Irinjalakuda

### HIGHER SECONDARY | 2007

- Board of Higher Secondary Examination, Kerala, India
- Chenthrappinni Higher Secondary school

### SSLC | 2005

- Board of Public Examination, Kerala, India
- Chenthrappinni Higher Secondary school

## SKILLS

- Sales Strategy Development
- Customer Relationship Management
- Inventory Management
- Sales Promotion and Marketing
- Market Research and Analysis
- Performance Analysis and Reporting
- Compliance and Ethical Standards

## PROFESSIONAL SUMMARY

Accomplished and results-driven Sales Supervisor with over 14 years of experience in retail and sales, specializing in mobile and IT accessories. Demonstrated expertise in team leadership, sales strategy development, and customer relationship management. Proven track record of achieving sales targets, driving revenue growth and maintaining high levels of customer satisfaction. Adept at inventory management, market research and performance analysis. Committed to upholding professionalism, ethical standards and compliance with company policies.

## SKILLS

Team Work	Work Ethic	Sales Strategy	Leadership Quality
Decision-making	Budget Management	Customer Service	
Inventory Management	Hardworking	Market Analysis	Compliance

## WORK EXPERIENCE

### SUPERVISOR | 2 Years

#### WESTERN INTERNATIONAL/NESTO HYPER MARKET

##### KEY RESPONSIBILITIES

- Overseeing a team of employees, delegating tasks, and ensuring smooth operations within your department.
- Monitoring stock levels, coordinating with suppliers, and ensuring adequate inventory of electronic, IT, telecom and mobile accessory products.
- Providing excellent customer service by addressing inquiries, resolving complaints, and ensuring customer satisfaction.
- Implementing sales strategies, organizing promotional events, and maximizing sales of electronic, IT, telecom, and mobile accessory products.
- Staying updated on the latest trends, features, and specifications of electronic, IT, telecom, and mobile accessory products to assist customers effectively

### SALES SUPERVISOR | 10 Years

#### LULU GROUP INTERNATIONAL

##### KEY RESPONSIBILITIES

- Led a team of sales representatives to achieve and exceed sales targets in the mobile and mobile accessories department.
- Provided guidance, training, and motivation to team members to enhance their sales skills and product knowledge.
- Developed and implemented sales strategies to drive revenue growth and increase market share.
- Built and maintained strong relationships with customers to understand their needs and ensure their satisfaction.

## PERSONAL DOSSIER

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Gender : Male  
Date of Birth : 23/10/1988  
Nationality : Indian

## PASSPORT DETAILS

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Passport Number : P4119606  
Date of Expiry : 24/10/2026  
Place of Issue : Cochin

## COMPUTER PROFICIENCY

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Excel ★ ★ ★ ★ ★  
SAP ★ ★ ★  
Basic Operation ★ ★ ★ ★ ★  
Internet & Email ★ ★ ★ ★ ★

## LANGUAGES KNOWN

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English  100 %  
Malayalam  100 %  
Hindi  85 %  
Tamil  85 %

## INTERESTS

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Songs



Travelling



Reading

## REFERENCE

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- Available upon request

- Demonstrated in-depth knowledge of mobile devices and accessories to assist customers in making informed purchase decisions.
- Monitored stock levels, ensured product availability, and coordinated with suppliers to meet customer demand.

### SALES EXECUTIVE | 2009 – 2011

#### ORCHID SYSTEMS

##### KEY RESPONSIBILITIES

- Managed daily sales operations to achieve sales targets and increase revenue.
- Assisted customers in selecting appropriate products and provided product knowledge to enhance customer satisfaction.
- Built and maintained strong relationships with customers to ensure repeat business and customer loyalty.
- Addressed customer queries and resolved complaints promptly to ensure a high level of customer service.
- Monitored stock levels and coordinated with suppliers to ensure timely replenishment of inventory.
- Conducted regular inventory checks to maintain optimal stock levels and reduce stock discrepancies.

## PERSONAL STRENGTHS

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- **SALES OPERATIONS MANAGEMENT:** Proven ability to manage daily sales operations, ensuring the achievement of sales targets and revenue growth.
- **CUSTOMER RELATIONSHIP MANAGEMENT:** Skilled in building and maintaining strong customer relationships to ensure loyalty and repeat business.
- **SALES STRATEGY DEVELOPMENT:** Expertise in developing and implementing effective sales strategies and promotions.
- **PRODUCT KNOWLEDGE:** In-depth knowledge of mobile, IT, electronics, and accessories products, enabling informed customer assistance and sales.
- **INVENTORY MANAGEMENT:** Efficient in monitoring stock levels, coordinating with suppliers, and conducting regular inventory checks.
- **MARKET RESEARCH:** Proficient in conducting market research to understand competitor activities and market conditions.

## DECLARATION

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I hereby declare that the above-mentioned information is true and I bear the responsibility for the correctness of the above-mentioned particulars

**MUHAMED BASIL MA**