



# MOHAMMAD ARSHAD

## SALES/ CUSTOMER SERVICE EXECUTIVE

### SUMMARY

A dynamic, result oriented professional with more than 5 years of experience in Sales, Business Development, and Customer Service. I held the position of Sales Associate and Cashier at Affordable Fashion LLC in Dubai, UAE.

### EXPERIENCE

**Jan 2023 – Feb 2023**

#### **SALES EXECUTIVE, TASHEEL - QUICK WAY GOVERNMENT TRANSACTION, DUBAI, UAE**

- Build relationship with clients.
- Maintain and expand client database.
- Reach out to existing and potential customer to present our services.
- Contact potential customer through, cold calling, phone calls and emails.
- Generating and maintaining sales lead.
- Close sales, Meet all sales quotes.
- Communication with customer to understand their needs.

**Mar 2019 – Sep 2021**

#### **SALES ASSOCIATE CUM CASHIER, AFFORDABLE FASHION LLC, DUBAI, UAE**

- POS Handling
- Cash drawer and Cash Handling
- Manage transactions with customers using cash registers.
- Scan goods and ensure pricing is accurate.
- Collect payments whether in cash or credit.
- Issue receipts, refunds or change.
- Redeem stamps and coupons.
- Cross-sell products and introduce new ones.
- Resolve customer complaints.
- Greet customers when entering or leaving the store.
- Maintain clean and tidy checkout areas.
- Handle merchandise returns and exchanges.

### CONTACT

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Passport no: M4468173  
Valid until: 14/12/2024

Valid until: 10/03/2024

**Dubai, UAE**



### Objective:

To become a Successful Sales & Management Professional by using and enhancing my skills, and to be a part of an organization that utilizes my potential to the best possible extent.

## Education

- Bachelor of Commerce from Aligarh Muslim University (Correspondence) in 2013.
- Intermediate from Allahabad Board in 2009.
- Diploma in Computer Application.

## Skills

- Communication
- Customer Service
- Cashier
- Sales
- Retail Sales
- Teamwork

***Jun 2018 – Jan 2019***

### **CUSTOMER RELATIONSHIP EXECUTIVE, MAX FASHION, LANDMARK GROUP**

- Greet and direct customers.
- Handling showroom walking customers.
- Answers customers question about specific products and services.
- Cross-sell products and introduce new ones.
- Resolve customer complaints.
- Manage returns of merchandise.
- Inform customers about discounts and special offers.
- Provide customer feedback to the store manager.

***Jul 2015 – Dec 2016***

### **SHOWROOM SALES OFFICER, SHOEZIES TRADING LLC, DUBAI, UAE**

- Handling showroom walk-in customers
- Maintain close relationships with clients.
- Meet and Greet customers
- Provide proper product information and handle all kinds of queries.
- Inform about product warranty.
- Invoicing and delivery.
- Managing showroom sales and operations.
- Managing and utilizing showroom space for attracting displays.
- Maintaining an atmosphere of service excellence.

***Oct 2013 – Apr 2015***

### **SHOWROOM SALES OFFICER, BIG BAZAAR HYPERMARKETS, INDIA**

- Handling showroom walk-in customers
- Meet and Greet customers
- Inform about product warranty
- Invoicing and delivery
- Managing showroom sales and operations
- Managing and utilizing showroom space for attracting displays
- Maintaining an atmosphere of service excellence