



MOHAMMAD ZAHID WANI

📍 Dubai, UAE 500001

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SUMMARY

Dynamic professional with expertise in technical sales, customer service, retail, hospitality, and logistics. Recognized for achieving high productivity and efficiency through effective client relationship management and strategic sales planning. Proven communication and problem-solving skills drive successful outcomes in competitive environments. Committed to enhancing client engagement and fostering growth through innovative strategies.

SKILLS

- Customer service
- Client handling
- Microsoft Excel
- Emails
- Cash handling
- Front office desk
- Communication skills
- Teamwork and interpersonal skills
- Sales
- Configuration
- Motivational skills
- Customer Satisfaction
- Accounting
- Administrative Support
- Maintain relationships with customers

WORK EXPERIENCE

ICT SALES REPRESENTATIVE, 05/2024 - 11/2024

Innovations Driven Marketing, Dubai, United Arab Emirates

- Secured long-term accounts by providing recommendations to promote brand effectiveness and product benefits.
- Cross-sold additional products and services to purchasing customers.
- Communicated effectively with clientele to maintain customer satisfaction and loyalty.
- Assisted customers in making informed decisions on the best credit card product for their needs.
- Prepared regular reports on sales activities such as number of applications processed, approval rate.
- Reviewed credit history to determine eligibility for certain types of cards.
- Assisted with customer requests and answered questions to improve satisfaction.

RETAIL CASHIER, 04/2022 - 08/2023

V- Mart-Mall, Srinagar, J&K

- Processed daily sales transactions and accurately handled customer payments,

- including cash, credit/debit cards, and mobile payments
- Addressed customer inquiries and provided recommendations tailored to individual needs, leading to an increase in customer satisfaction and repeat business
- Reconciled cash drawers at the start and end of shifts, ensuring the accuracy of daily sales receipts and records
- Managed returns and exchanges in accordance with company SOPs, maintaining compliance with return policies and customer satisfaction
- Proactively assisted in stocking, rotating merchandise, and ensuring products were properly displayed at cash tills and Q-rails to optimize sales
- Promoted Point of the Month (POTM) products and store promotions through direct customer interactions, contributing to monthly sales targets
- Supported store visual merchandising according to SOPs and brand guidelines, ensuring a well-organized and appealing shopping environment
- Contributed to team collaboration by maintaining positive relationships with colleagues and providing assistance during busy hours

FRONT OFFICE ASSOCIATE, 07/2021 - 03/2022

The Khyber Himalayan Resort & Spa, Srinagar, J&K

- Assisted guests with check-ins, check-outs, and general inquiries, ensuring a high level of satisfaction
- Performed parking administration duties, processed payments through the cash register system, and maintained accurate records
- Provided concierge services, offering guests information about local attractions, amenities, and directions
- Handled guest complaints professionally, resolving issues promptly to ensure customer satisfaction
- Ensured adherence to grooming standards and maintained a professional appearance at all times
- Supported event operations, assisting guests with access and directions to various event spaces within the hotel

LOGISTICS COORDINATOR, 11/2020 - 06/2021

Hubex Services Private Limited, Srinagar, J&K

- Support the logistics team in the successful delivery of customer orders
- Manage and track shipments from fulfillment centers to end consumers, ensuring compliance with service level agreements (SLAs) and performance targets
- Train and guide delivery associates on standard operating procedures to enhance efficiency
- Prevent financial losses by addressing issues related to lost, damaged, or incorrect deliveries
- Facilitate communication with internal teams to ensure seamless operational processes and end-to-end oversight

EDUCATION

Indira Gandhi National Open University, 01/2021
Attested Masters of Commerce

University of Kashmir, 01/2018
Bachelors of Commerce

National Institute of Electronics & Information Technology (NIELIT), 01/2016
One Year Diploma In Computer Application

Institute of information Technology & Communication, 01/2012
Six Months DTP

LANGUAGES

- English
- Hindi
- Urdu
- Arabic
- Kashmiri

**PERSONAL
INFORMATION**

- Date of Birth: 01/02/97
- Marital Status: Single

LANGUAGES

English: First Language

Hindi: C2

Proficient (C2)

Urdu: C2

Proficient (C2)

Kashmiri: C2

Proficient (C2)