



## Contact me

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📍 Sharjah, UAE

## 💡 Skills

- Excellent communication skills
- Strong interpersonal skills
- Ability to build rapport with customers
- Product knowledge
- Problem-solving skills
- Ability to work in a fast-paced environment
- Sales skills
- Customer service skills
- Attention to detail
- Ability to work well in a team

## 🎓 Certificates

- Social Media Marketing from GreatLearning
- Sales Management from GreatLearning

# Muhammad Adil

## Retail Sales Professional And Customer Service



## About Me

Highly skilled and experienced Retail Sales Associate and Customer Care Representative with almost 2 years of experience. Possess excellent communication and interpersonal skills, with the ability to build rapport with customers. Extensive product knowledge and strong problem-solving abilities. Proven track record of success in a fast-paced retail environment. Exceptional sales and customer service skills, with a keen attention to detail. A team player who thrives in collaborative work settings.



## Work Experience

- **Retail Sales Associate, Customer Care Representative** 10-2023 to **D.Watson Cash and Carry** **Rawalpindi Pakistan**

Developed and implemented effective sales strategies to optimize revenue and profitability.

Provide exceptional customer service by greeting and assisting customers with inquiries, product selection, and purchases.

Utilize product knowledge to effectively promote and sell merchandise, while also upselling and cross-selling to maximize sales opportunities.

Maintain a clean and organized sales floor by restocking shelves, arranging displays, and ensuring product availability.

Address customer concerns and resolve issues in a timely and satisfactory manner to enhance the shopping experience and build customer loyalty.

Collaborate with team members to achieve sales targets, participate in promotional activities, and uphold company policies and procedures.

- **Call Center Agent - Insurance Policies** 03-2022 to 09-2023 **MAV BPO** **Islamabad, Pakistan**

Managed high-volume inbound and outbound calls to provide personalized assistance and support to clients.

Demonstrated in-depth knowledge of insurance products and services to effectively address customer inquiries and concerns.

Utilized effective communication and negotiation skills to upsell and cross-sell insurance policies, exceeding monthly sales targets consistently.

Implemented efficient call handling and resolution strategies to enhance customer satisfaction and retention rates.



## Education

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- **Bachelor's Degree**  
[AIOU](#)

Pursuing
- **Intermediate (FSc) Pre Medical** , (A Grade )  
[Government Boys Degree College Umerkot](#)

2022