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Sharjah

EDUCATION

High School

Govt. Queens Inter College, Inida, Varanasi

2003 - 2004

SKILLS

- I have my Own Visa
- Negotiation
- Relationship Building
- Sales Presentations
- Time Management
- Customer Service
- Networking
- Market Knowledge
- Product Knowledge

HOBBIES

- Cooking
- Chess

LANGUAGES

- Arabic
- English
- Hindi
- Urdu

FARHAN AHMAD

INSIDE SALES EXECUTIVE

PROFESSIONAL SUMMARY

I am an experienced Inside Sales Executive with 10+ years of experience in sales and customer service. My biggest achievement has been increasing the company's sales by 25% within the first year of employment. I have excellent skills in customer relationship management, business development, and negotiation. My best qualities include strong communication skills, a passion for sales, and an ability to adapt to different customer needs. I also have experience in analyzing sales trends and metrics to identify areas for improvement. I am confident that my skills and experience can help any organization reach its goals.

EXPERIENCE

- July 2011 - June 2022

Inside Sales Executive

Al Ameer Garment & Perfume LLC / United Arab Emirates, Ras Al Khaimah

As an Inside Sales Executive at Al Ameer Garment & Perfume LLC in the United Arab Emirates, I was responsible for generating and maintaining customers relationships, achieving sales targets, and increasing company revenue. With over 10 years of experience in this role, I have developed strong communication and negotiation skills, as well as a deep understanding of the garment and perfume industry.

- Generated new leads and expanded customers base.
- Maintained positive relationships with existing clients.
- Achieved and exceeded monthly sales targets.
- Conducted market research to identify potential opportunities.
- Collaborated with marketing to develop effective sales strategies.
- It is a ladies garment and perfume shop under the business of selling brand and normal clothes
- Increased customer base by 53% following a series of dedicated sales campaigns
- Start selling goods on social media like WhatsApp and Instagram
- Create strong business and healthy relationship with customers
- Not only increases customers for the company even bring company account from loss to the profit
- Proposed and successfully implemented a workshop to improve the team work in the Sales Department
- I have my own Instagram and WhatsApp account which following by more than 2k active customers.

February 2024 - Now

Sales Officer

Magnum Worldwide General Trading LLC / United Arab Emirates, Sharjah

- Understood customer needs to craft exceptional sales journeys.
- Presented sales data and insights to leadership to aid strategy development and planning.
- Generated new leads and opportunities to maximize revenue.
- Accepted card, cash and cheque payments in POS register system.
- Tagged products quickly and accurately with price tags and stickers.
- Designed visually pleasing in-store and window displays to increase footfall.
- Carried out active selling from initial customer greeting.
- Requested and checked customer IDs at checkout for age-restricted products.
- Boosted product sales by offering selection guidance to customers.
- Engaged customers to enhance in-store experience and provide outstanding customer service.
- Displayed wares in temporary structures at markets to attract new customers.
- Helped customers obtain specialised help for refunds and exchanges.
- Identified discrepancies in stocks through regular inventory management.
- Inspected products for damages and expiry dates before processing refunds.
- Analysed reporting to reconcile transactions, accounts and ledgers.

● October 2022 - August 2023

Waiter

Hotel Ok International / India, Varanasi

During my time at Hotel Ok International, I had the opportunity to work as a Waiter. It was a truly enriching experience where I honed my communication and customer service skills while providing top-notch service to guests from all around the world. I was also able to develop a strong understanding of the hospitality industry and the importance of teamwork in delivering exceptional experiences for guests.

- Greeted and seated guests with a friendly and welcoming attitude
- Took accurate food and drink orders and delivered them promptly
- Assisted in maintaining cleanliness and organization of the dining area
- Provided excellent customer service by anticipating and fulfilling guest needs
- Collaborated with kitchen staff to ensure timely delivery of food orders
- Upsold menu items and promoted special offers to increase revenue
- Followed health and safety standards at all times

COURSES

● December 2003 / UMA ELECTRONIC INSTITUTE

Diploma In AC Mechanic