

MOHD RAHEEZ

Sales Coordinator

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Profile

I am an experienced sales representative with a proven track record of success in developing new business and increasing sales. I have a strong background in customer service, and I am highly skilled in building relationships with clients and developing tailored solutions to meet their needs. Proven track to acquire and retain customers by keeping track of and analyzing turnover metrics and creating a feedback loop for customers.

Education

- **A.J Institute of Technology**
Bachelor of Engineering
Droupout 2019
- **ST.Aloysious College**
Associate Degree
Completed in 2016
- **ST.Francis School**
high School
Completed in 2014

Experience

Sales Coordinator

2023-Present

First Central Hotel Suites

- Identify new contacts, develop sales leads, and respond to sales opportunities in order to maximise revenue
- Understand fully the hotel amenities, packages and promotions
- Generate and develop sales leads and contact potential clients to build business relationships
- Produce quotations and written confirmation to all clients
- Produce accurate and timely reports that meet the needs of the Sales Director and senior management to include the reporting of appointments, calls made and business leads
- Monitor customer satisfaction regularly and resolve any outstanding issues to ensure future business
- Arrange and carry out Hotel show rounds

Awards

Oct 2019 | Mumuso

The Best Customer service of the Year

Acting Front Office Incharge

2021-2023

City Season Hotel

- Assign and instruct Guest Service Agents, Operators, and Bell Attendants in details of work.
- Resolve customer complaints by conducting thorough investigation of the situation and coming up with the most effective resolution.
- Prepare and conduct daily pre-shift meetings, communicate effectively with all staff, and provide them with any information necessary to provide guest service in accordance with Hilton Standards.
- Ensure all customers' queries or requests are handled in a polite, efficient manner, and a high level of customer service is consistently maintained.
- Preparation and coordination of group arrivals/departures.
- Ensure a good performance-oriented working environment within the department and motivate the staff.
- Participate regularly in training courses and put the skills learned there into practice.
- Receive payment by cash, credit cards, cheques, etc., and post these in the computer correctly.

Skills

- Critical Thinking
- Communication Skills
- Management Skills
- Negotiation
- Team Management
- Adaptability
- Problem solving
- Flexibility
- Attention to Detail
- Critical Thinking
- Creativity
- Collaboration

Driving License

- Category No 3 Automatic
- Validity Until: 21/03/2026

Reference

- Upon Request

Sales Assistant

2019-2021

Mumuso

- Ensure high levels of customer satisfaction through excellent sales service
- Maintain outstanding store condition and visual merchandising standards
- Maintain a fully stocked store
- Ascertain customers' needs and wants
- Recommend and display items that match customer needs
- Welcome and greet customers
- Manage point-of-sale processes
- Actively involve in the receiving of new shipments Keep up to date with product information.
- Directs customers to the manager for decisions out of their hands.
- Replenishes product inventory.
- Cleans the store.
- Assists cashiers.
- Tracks and reports record of sales.