



# SHAHAZIL MOHAMMED SEENI

SALES AND OPERATIONAL PROFESSIONAL WITH VALID UAE DRIVING LICENCE

## EPITOME

A professional with GCC experience in managing business operations, sales, and providing executive level support to managers and clients. I strive to apply my detail-oriented skills and adaptability to meet the needs of the company.

## CAREER EXPERIENCE

### Assistant Manager -Modern Trade

2022--2024

#### Lulu Group International (UAE)

- Maintain effective internal communications to ensure all relevant corporate functions are informed of business objectives.
- Managed Talabat's e-commerce operations within a retail outlet.
- Coordinated service requests from clients, ensuring timely response and resolution.
- Scheduled appointments for service technicians and communicated effectively with customers regarding service timelines.
- Organize special clearance campaigns and store promotions to increase product sales.
- Analyze consumer behavior and adjust product placement.
- Coordination and management of sales events and activities.
- Organize and priorities work according to deadlines.
- Set up a planogram shelf display with the specialist team.
- Experience with CRM software, SAP, MS Office and Outlook.
- Drive departmental profitability by maximizing sales, inventory management and HR management costs and wastage.
- Minimize departmental losses by following appropriate product handling policies such as FIFO stock transfer, discounts, price changes, date changes.
- Through employee management, the performance of employees are managed and directed.
- Coordinate daily customer service activities (e.g. sales processes, orders and payments).
- Track progress against weekly, monthly, quarterly and annual goals.
- Track retail operating costs, budgets and resources.
- Handle customer complaints and assess their needs.
- Research new products and use the information to update the store and merchandise.
- Conduct regular audits to ensure store performance and affordability.

### Territory Sales Executive

2019-2021

#### Bharti Airtel (INDIA)

- Lead generation campaigns for management, product launch, social media marketing.
- Monitoring and resolving system outages to ensure uninterrupted service at all points transaction.
- Participates in the recruitment and selection of shop staff, oversee shop managers and respective teams on overall target achievement and ensure all staff are fully engaged and effective.
- Ensure monthly partner management meetings are held and Airtel franchise stores are fully stocked trained according to the instructions given.
- Manage and monitor the traction of all store initiatives to increase foot traffic and get quality leads by converting inbound customers.
- Work with marketing team to recommend branding and promotional activities for in- store locations.
- Cascade any changes to a goal setting, processor new product release
- Facilitate the commissioning of new stores and ensure inventory is in order in all assigned stores.
- Ensure customer retention by satisfactorily resolving customer on boarding issues.
- Apply the results of audits and customer satisfaction surveys.
- Achieve sales target of all assigned Airtel products and services across all assigned outlets

### Internship

2019

#### ITC (-FMCG)

- Identifies the availability of TOTAL brands of cigarettes in Thrissur, Kerala.
- Provides appropriate measures to increase the sale of the strategies of the player.
- Identifies key strategies to influence retail outlets for all cigarette brands..

## CONTACT

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## EDUCATION

2018 - 2020

### CALICUT UNIVERSITY (INDIA)

- Master of Business  
Administration (Marketing  
and System Management)

2015 - 2018

### KERALA UNIVERSITY (INDIA)

- BSC Computer Science

2018

### G-TECH COMPUTER EDUCATION

- Diploma in SAP

2017

### G-TECH COMPUTER EDUCATION

- Diploma in Computer Application

## SKILLS

- MS Office Package
- SAP-ERP
- Sales Coordination
- Empathetic
- Problem Solving
- Delegation
- Risk Management
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking

## LANGUAGES

- English (Fluent)
- Malayalam (Native)
- Hindi (Intermediate)
- Tamil(Fluent)

## CERTIFICATION

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- Essential Food Safety Training (EFST) Abu Dhabi Agriculture Food Safety Authority (ADAFSA) -2022

## ACHIEVEMENT

- Financial advisor at Aditya Birla Capital
- Participated in ITC's new product launch (king Neo Carbon -2019)
- On the go consumption national wide survey (conducted by ITC Pvt Ltd)
- Oasis supermarket chain market survey (2018)
- Tiecon Kerala 2018 Fostering Entrepreneurship