

# Shahanas M

## COUNTER SALES

Looking for a challenge role in an organization which provides opportunities to enhance my skills and expand my knowledge for the growth of the company



✉ shahanasm123@gmail.com

☎ 00971565657216

📍 ABUDHABI, UAE

## WORK EXPERIENCE

### SALES OPPO PROMOTER

#### ENDEAVOR ELECTRONICS COMPANY

*Achievements/Tasks*

*UAE ,ABUDHABI*

- Consistently surpassed monthly sales targets by 20%, employing effective up-selling and cross-selling techniques to drive revenue growth
- Demonstrated comprehensive knowledge of the latest mobile technologies and products, enabling me to provide customers with detailed product information and recommendations that resulted in a 30% increase in add-on sales
- Spearheaded the implementation of an innovative visual merchandising strategy, resulting in a 25% increase in product visibility and overall sales within the first quarter
- Collaborated with the sales team to streamline customer service processes, resulting in a 15% reduction in customer wait times and an overall improvement in team efficiency
- Developed and implemented a customer loyalty program that resulted in a 15% increase in customer retention and generated a steady stream of recurring sales

### MOBILE COUNTER & ELECTRONICS

#### LULU HYPERMARKET

*Achievements/Tasks*

*UAE ALAIN ABUDHABI*

- Demonstrating the ability to upsell and cross-sell products or services, thereby increasing the overall revenue generated at the counter.
- Successfully representing the brand's values and image during on-site sales activities, thereby enhancing brand visibility and recognition among potential customers.
- Contributing to the expansion of the market reach by identifying and targeting potential customers in various locations, events, or specific target areas.
- Building strong rapport with customers during on-site interactions, fostering long-term relationships and repeat business opportunities.
- Demonstrating adaptability and flexibility in adjusting sales strategies based on the dynamic nature of different locations, events, and customer demographics.

## EDUCATION

### Mobile Technician

#### Nokiyo Mobile Institute

2017

### DIGREE

#### B COM

#### Rabindranath Tagore university

2020

*Courses*

## SKILLS

TIME MANAGEMENT

ORGANIZATION

DETAIL ORIENTED

POSITIVE ATTITUDE

GOOD COMMUNICATION SKILLS

ACTIVE LISTENING

INTERPERSONAL SKILL

## COMPUTER SKILLS

MS office (word excel outlook)

Adobe photoshop

mailing & internet

## DRIVING LICENSE

UAE driving license

INDIAN DRIVING LICENSE

## LANGUAGES

ENGLISH

*Professional Working Proficiency*

TAMIL

*Full Professional Proficiency*

ARABIC

*Full Professional Proficiency*

HINDI

*Full Professional Proficiency*

MALAYALAM

*Full Professional Proficiency*