



Swabir Ali Shelali

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🏠 DUBAI, UAE 0000

RELEVANT SKILLS

- **Customer Service**
- **Cash Management**
- **Stock management**
- **Visual Merchandising**
- **Product Knowledge**

SUMMARY

Friendly and efficient customer service team member devoted to maximizing customer satisfaction with exceptional service and support. Knowledgeable about industry standards with strong skill in retaining product and service information to provide effective issue resolution. Skilled in promoting sales to increase revenue while addressing diverse issues .

Personable and dedicated Customer Service Representative with extensive experience in sales industry. solid team player with up beat positive attitude and proven skills in establishing rapport with clients . Motivated to maintain customer satisfaction and contribute to company success.

Specializing in Quality, Speed and Process optimisation.. Articulate enthusiastic and results - oriented with demonstrated passion for building relationships. cultivating partnerships and growing businesses.

WORK EXPERIENCE

Customer Service Agent Emirates National Oil Company (ENOC) Dubai UAE

November 2015 - Current

- *Advancing and Serving Customers*
- *Processing Payments*
- *Assisting Customers in order to find what they want*
- *Ensuring stock levels are well maintained.*
- *Promoting store cards or special offers*
- *Providing Customer with information on pricing and product availability*
- *Arranging windows displays*
- *Handling customers complaints or handling customers on to management.*
- *Managing Petty Cash transactions and ensured accuracy of payments and records*

Sales Coast Battery Distribution Mombasa, Kenya

April 2011 - November 2012

- *Used smart conversational, sales and upselling techniques to identify sales opportunities with customers and use to best advantage*
- *Created customer - friendly sales environment.*
- *Handled customers objections with professionalism consolidating consumer trust*
- *Provided helpful attentive sales support to generate positive customer feedback*
- *Communicated with customers to determine needs , provide recommendations and upsell service*
- *Actively listen to customers concerns and queries*
- *Leveraged problem solving skills to achieve successfully completed transactions*
- *Exceeded monthly sales expectations and customer experience standards consistently.*

Education Background

Certificate of full Computers Package

Full Desk Computer College Mombasa-Kenya
June 2010 - April 2011

Accomplishments

- *Customer service Certificate*
- *Employee of the month*
- *Best Target seller Certificate*