

ZUHAIL FEROZKHAN

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Valid GCC Driving License: UAE



CAREER OBJECTIVES

To be associated with a progressive organization that gives me a scope to utilize my creativity, knowledge & skills and be a part of a team that dynamically works towards growth of the organization.

OVERALL WORK EXPERIENCE OF 7 YEARS

KEY ACCOUNT EXECUTIVE

Fabin International llc, Dubai UAE

From June 2020 to August 2023

Responsibilities / Work Activities



- ✓ Handle A-class Modern trade accounts (LULU and SAFARI) in Dubai and Sharjah region outlets to manage distribution in FMCG-food & FMCG-nonfood brands.
- ✓ Arrange meetings with potential clients or retail authorities (Regional Buyers, Department managers, Section managers, Store Buyers etc.) to convince them through business plan or proposal for the requirements, promotions and listen their wishes and concerns
- ✓ Lead Merchandisers and schedule their works and duty timings on represented retail outlets
- ✓ Follow up payments and overdue collections from respective outlets and report to accounts and management on a regular basis
- ✓ Ensure the availability of stock for sales and demonstrations
- ✓ Collaborate with team members to achieve better results
- ✓ Gather feedback from customers or prospects and share with internal teams
- ✓ Conduct market research to identify selling possibilities and evaluate customer needs

SALES EXECUTIVE

Stanley Black&Decker Dubai

April 2018 to April 2020

Responsibilities / Work Activities



- ✓ Identify leads and lead new business opportunities to expand distribution channel/ network
- ✓ Manage clients' relations and build contacts with potential clients for new business opportunities
- ✓ Monitor the company's competitors, new products and market conditions to understand a customer's specific needs
- ✓ Arrange meeting the clients, customers and retailers with business proposal to collect their Purchase requirements and follow up process until goods delivery.
- ✓ To complete stock checks and to provide support in subsequent investigations.
- ✓ To acquire a good working knowledge of the range of products stocked
- ✓ Handle customer complaints or concerns. Log all contacts in customer database accurately
- ✓ Negotiate/close deals and handle complaints or objections Ensure that all customer orders are processed as quickly as possible



SECTION TEAM LEADER

Four Star Hypermarket Shakbout city -Abu Dhabi

February 2016 to March 2018.

Responsibilities/ Work Activities.

- ✓ Deal with customers directly on **IT**, Office automation, Electronics, and TV Hi-Fi division.
- ✓ To ensure the appropriate level of shop floor cover is maintained at all times of the working day.
- ✓ To be responsible for the daily organization and control of the Customer Care and Sales Assistant Team roles including the scheduling of breaks and the planning, delegation and completion of required tasks with agreed timeframes.
- ✓ To take responsibility for their own self-development and achieve the required levels of performance within the Retail Development Program with the support of their department manager.
- ✓ To complete stock checks and to provide support in subsequent investigations as maybe necessary.
- ✓ To acquire a good working knowledge of the range of products stocked and drive sales in accordance with all company resources.

COMPUTER SKILLS

- ✓ MS-Office Expert
- ✓ Web Surfing
- ✓ Typing Speed 30wpm.

PROFESSIONAL SKILLS

- ✓ Customer oriented with strong commitment to providing quality service.
- ✓ Effective oral and written communication skill with pleasant telephone manners.
- ✓ Ability to think critically, solve the problem and take decisions.
- ✓ Ability to work under pressure in a fast-paced environment.
- ✓ Effective Team player.

PERSONAL SKILLS

- ✓ Excellent time management and Natural Convincing Power
- ✓ Dependable and truthful. Ability to keep calm under pressure
- ✓ Good soft skills and get along well with people
- ✓ Self-starter. Highly disciplined
- ✓ Comprehensive understanding of client confidentiality

LANGUAGES

	PROFICIENCY	SPEAK	READ	WRITE
ENGLISH	FLUENT	YES	YES	YES
HINDI	ADVANCED	YES	YES	YES
MALAYALAM	NATIVE	YES	YES	YES
TAMIL	FLUENT	YES	NO	NO
URDU	ADVANCED	YES	NO	NO

ACADEMIC QUALIFICATION

B.B.A	<u>Bharathiar University</u> BACHELOR OF BUSINESS ADMINISTRATION (Coimbatore Tamilnadu-India)
D.W.D	<u>National Institute of Technology Development</u> DIPLOMA IN WEB DESIGNING (Trivandrum Kerala-India)
D.O.A	<u>National Institute of Technology Development</u> DIPLOMA IN OFFICE AUTOMATION (Trivandrum Kerala-India)
C.D.C.O	<u>National Institute of Technology Development</u> CERTIFICATE IN DATA ENTRY AND CONSOLE OPERATION (Trivandrum Kerala-India)
H.S.C	<u>S.N.V.H.S.S Panayara varkala</u> HIGHER SECONDARY CERTIFICATE (Trivandrum Kerala-India)
S.S.L.C	<u>G.H.S.S Varkala</u> SECONDARY SCHOOL LEAVING CERTIFICATE (Trivandrum Kerala-India)

PERSONAL INFORMATION

Father's Name : Feroz Khan
Date of Birth : 18 august 1996
Nationality : Indian
Passport No : P6561022
Marital Status : Single

DOMAINS OF INTEREST

- Sales and Marketing
- Business Development
- Operation Duties

REFERENCE

Will be furnished upon Request