**Mohithur Rahman**

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Sales Management Professional

*Accomplished and growth-focused professional with solid experience in sales management. retail marketing, and performance management. Skilled in strategic sales initiatives execution, market penetration, ROI improvements, stakeholder engagement, and inventory management. Adept at identifying new business opportunities, preparing and executing strategic sales plans, building robust relationship with clients, achieving all set KPIs, and leading teams to achieve shared visions and goals.*

— Areas of Expertise —

Sales & Marketing Management | B2B Sales | Quality Control Assurance

Strategic Planning & Execution | Business Development | Problem Solving

Team Training & Leadership | Relationship Building | Effective Communication

— Career Accomplishments —

Implemented effective strategies and procedures for business development.

Maintained effective communication with clients to strengthen business links.

Achieved sales targets by retaining excellent and updated product knowledge.

Professional Experience

Carphone Warehouse DBY, UK

**Assistant Manager** Oct 2107 – Present

Handle customer service issues and resolve customer problems/complaints timely and efficiently to meet service standards. Assist branch manager in operating a team of 26 staff members and maintain co-ordination with sales team on regular basis. Arrange daily, weekly, and monthly sales reports for smooth business operation. Educate new employees and conduct interviews for precise and accurate evaluation. Oversee and undertake initiatives against any breach of security and compliance in accordance with company’s policies and procedures. Organize one-on-one coaching with all staff members on weekly and monthly basis.

*Key Accomplishments:*

* Performed as sales consultant and promoted to assistant manager through continuous performance driven and leadership skills.
* Executed and ratified in-store promotions and discounts to support sales and marketing teams.
* Implemented effective strategies and procedures for future performance developments as a team and individuals.

First Review Pension Services DBY, UK

**Telesales Advisor** Feb 2015 – Oct 2017

Dispensed with inbound and outbound queries to process a pension review for a customer. Performed different duties that included selling the review as well as book and rearranging appointments with excellent communication and listening skills. Developed numerous transferrable skills that helped in delivering confident and accurate information to customers with high level of self-motivation.

*Key Accomplishments:*

* Achieved targets consistently by maintaining excellent product knowledge and nurtured strong rapport with the customer for increased business sales.

Webhelp, Derby, (Sky Client, CCA) DBY, UK

**Customer Advisor** Oct 2012 – Feb 2015

Initially operated as a customer sales advisor with various tasks, such as selling products, upgrading to better packages, and stop cancelling products. Dealt with comprehensive bill explanation and resolved all customers’ queries and pro rata bills. Retained product knowledge always up to date and ready for upcoming news and updates.

*Key Accomplishments:*

* Retained customers from cancelling products and services by maintaining effective communication and collaboration.

Education and Credentials

**GCSE**

Merrill College & Sixth Form Centre – DBY, UK

Advanced Management Course