**Mohithur Rahman**

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**Address:** Derby, Derbyshire

**PROFESSIONAL SUMMARY**

Knowledgeable, self-motivated and driven Assistant Sales Manager, experienced with meeting sales goals, tracking inventory and using applications as necessary to track and analyse relevant data. Adept at customer relations and staff supervision. Specialise in multitasking to meet key deadlines with multiple stakeholders. I also have a proven track record in supporting, coaching and developing of my colleagues using numerous techniques and plans.

**CORE QUALIFICATIONS**

* Proficient at dealing with customer service issues
* Extensive knowledge in sales in both contact centre and retail industry
* Solid managerial and organisational skills
* Ability to prepare detailed sales reports as necessary
* Good planning and problem-solving abilities
* Effective communications skills
* Strong track record in supporting, coaching and developing individuals to influence the wider team
* Completed Advanced Management Course (Certification can be provided)

**EXPERIENCE**

**assistant manager - Carphone Warehouse october 2017 - current**

* Work in derby Intu branch which is a busy band 1 store (band 1 = high footfall band 2 = medium football band 3 = low football)
* Started as sales consultant then through performance and leadership skills, I was chosen to take the advanced management course and was promoted to assistant manager
* Deal with customer service issues and resolve customer problems/complaints
* Coordinate with sales team and support branch manager run a team of 26
* Ensure that timecards are correct, and pay is correct for all staff
* Implemented and approved in-store promotions and discounts to support sales and marketing
* Prepare daily, weekly and monthly sales reports
* Analyse trends in performance as a team and individuals, and support further growth
* Trained new starters from day 1 and interviewed perspective employees
* Ensured that all store security policies are followed
* Monitored and actioned any breaches of security and compliance in accordance to regulations
* Monitor stock, did stock check on a regular basis
* Track daily, weekly and monthly sales and prepare related reports
* Conduct one-on-one coaching with all staff on weekly and monthly basis

**First Review Pension Services -** Telesales Advisor **Feb 2015 – October 2017**

* I dealt with inbound and outbound queries in order to process a pension review for a customer. This was a demanding job as I am required to stay focused and full of energy every day from the start of the shift to the end.
* I consistently hit my targets, and which has helped me to possess excellent product knowledge and I ensure I am able to build a strong rapport with the customer.
* The job role is to sell the review, book appointments and rearrange appointments. It is essential need to have excellent communication and listening skills as you must be patient.
* I have developed various transferrable skills that have helped to make me confident in the information that I provide to customers, as I have a high level of self-motivation.

**Webhelp, Derby,** (Sky Client, CCA) – Customer Advisor **Oct 2012- Feb 2015**

* Initially started off as a customer sales advisor where my job was to sell products, upgrade to better packages and to stop cancellation of products. Dealt with thorough bill explanation and handle any queries customers had a concern with as a well as pro rata bills.
* Spoke to customers who had a previous service to provide them with new offers available to them
* Moved onto retentions where it was my job to save customers from cancelling products and services
* Made sure my product knowledge was always up to date.
* I ran through full data identification and this helped to develop my communication, Listening and problem solving skills

**EDUCATION & QUALIFICATIONS**

**Merrill College & Sixth Form Centre**

**A Level: GCSE:**

Psychology English Language - B, English Literature – B,

B-Tech sport Science – C, Physical Education – C, Maths - C

History – C, Public Services – Merit x 4 (4 B’s)

Level 1 Mechanical Engineering - Merit

Level 2 Mechanical Engineering – Merit

**Additional Qualifications**

* Advanced Management Course

**INTERESTS AND HOBBIES:**

I like to keep fit by going to the gym, playing football and also boxing once a week. I also like to socialise with friends and family and go to the cinema and out for meals and go to new places. Also have a full UK Clean Driving License

References can be given on request