

BURHAN JAWED

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SALES REPRESENTATIVE

Highly dynamic and results-oriented professional with years of operations experience in analyzing complex data sets with individual expertise steering business and retail management from multiple sources. Offers a high level of expertise and professionalism to prospective companies that seek to improve profitability, growth, and operations. Possess excellent interpersonal and communication skills with the ability to develop and maintain positive relationships with clients, providing a positive attitude with the proven ability to lead operational excellence with a strong sense of ambition, determination, and personal duty to adapt and succeed in a wide variety of sales, retail, and technology industry. Recognized as a hardworking, dependable, and customer-focused professional who is accountable and passionate about customer service excellence.

PROFESSIONAL EXPERIENCE

Online Order Associate • WALMART January 2018-December 2019

Developed a successful online sales operation by establishing and following strategic vision, mission, and operational plans.

- Performed various administrative functions, received and organized online orders to increase productivity.
- Worked with customers by delivering online orders promptly.
- Mainly responsible for organizing products on the sales floor.
- Handled customers' requirements and provide exceptional service.

Technology Sales Associate • STAPLES June 2016-September 2017

Provided technical troubleshooting and problem solving for clients with installed equipment/system issues to ensure customer service.

- Gained and maintained customer acceptance by demonstrating cost reductions and operations improvements.
- Reviewed all customer inquiries to understand project scope while managing internal disciplines to respond.
- Identified and developed sales opportunities by assessing the environment and devising and implementing a winning strategy.
- Analyzed marketing data, including market trends, competitor performance, and product strengths.

Electronic Product Tester • BEST BUY September 2015-February 2016

Conducted inspections and tests of units to verify adherence with regulations and desired specifications.

- Evaluated items to assign grades and marked quality level, rejection status, or acceptance.
- Generated and submitted detailed reports to regulatory agencies and company leadership to help drive enhancements.
- Looked beyond testing scripts to check software for interconnected problems not covered by established specifications.
- Located and investigated production concerns and helped management implement corrective actions.

Store Associate • SALVATION ARMY THRIFT STORE April 2014-May 2016

Offered each customer top-notch, personal service, and friendly support to boost sales and customer satisfaction.

- Balanced and organized cash register by handling cash, counting change, and storing coupons.
- Pursued resolutions to achieve complete satisfaction, including tracking down hard-to-find merchandise.
- Greeted customers, helped locate merchandise, and suggested suitable options.
- Kept on top of changes to store products and promotions to maintain strong sales.

CORE SKILLS

- Employee Engagement
- Operations Management
- Revenue & Profit Growth
- Influential Sales Expertise
- Dynamic Sales Management
- Sales Process & Negotiation
- Market Research & Analysis
- Organizational Development
- Premium Customer Experience
- Effective Policy Implementation
- Business Development Strategies
- Staff Management & Supervision
- Sales and Marketing Techniques
- Strategic Planning & Implementation

Sales Associate/Stock • URBAN PLANET

February 2013-March 2014

Took an active role in company growth by consistently providing quality customer service to promote growth and retention.

- Implemented up-selling strategies, encompassing recommendation of accessories, and complementary purchases.
- Organized racks and shelves to maintain store visual appeal, engage customers, and promote specific merchandise.
- Analyzed and properly processed product returns, assisting customers with finding alternative merchandise to meet needs.
- Maintained organized, presentable merchandise to drive continuous sales.

EDUCATION**Software Engineering Technician**

Centennial College, Toronto, ON

September 2020 – Present

Secondary Education

Notre Dame Catholic Secondary School, Brampton, ON

September 2013-January 2017

SKILLS

Trained in First Aid and CPR

Adobe Photoshop, Adobe InDesign, Adobe Illustrator, Adobe Premiere

Microsoft Word, Excel, PowerPoint

Autodesk AutoCAD, Autodesk Inventor, Autodesk 3ds Max

HTML, CSS, C++, JavaScript, PHP

INTEREST AND ACTIVITIES

Web Design

Graphic Design / 3D Modeling