

DANISH SHAIKH

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Mobile No.:

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Location:

Dubai



Professional, energetic and passionate salesperson with experience handling counter sales, providing customers service and operating cash registers in a fast-paced environment.

Reliable and efficient team player with excellent communication skills, meticulous, and passion for impactful customer relationships.

Work Experience:

Mar-2022 – Mar-2023 Zara, Pune, India.

Role: Sales representative.

- Assist the customers before, during and after purchases to satisfy customers.
- Effectively & clearly exchanging information with customers, peers and management.
- Track product inventory and update the inventory manager regarding the demand vs availability of relevant products.
- Arrange, organise and rearrange the products and shelves as per the organization standards.
- Guide the customer in bespoke process and assist the customer throughout the process.
- Clearly and concisely communicate the customer's bespoke information to the backend team.
- Track the customer's bespoke orders and act as channel between the customer & the backend team until the bespoke delivery is complete.
- Adapt to different customers based on their culture and needs.
- Provide instructions, guidelines & assistance to the new joiners during their initial days at work.

Mar-2021 – Jan-2022 India Fabrication Works, Pune, India.

Role: Customer Service Representative.

- Handle the customer enquiries and provide the customer details about the services and prices
- Meet the customers, understand their requirements, suggest solutions and provide the details of available options.
- Perform site visit and take the necessary measurements for the work to be done.
- Resolves customers queries and educate them in terms of technicalities of the product.
- Clearly communicate the customer requirements along with the dimensions and specification to the backend team.
- Continuously interact with the customers during the sales, work-in-progress, delivery and post delivery stages to ensure customer satisfaction.
- Collect the customer advance payment, track multipart payments and ensure ontime payment in case of corporate customers.
- Plan and organise the delivery of finished products to the customer's location.

- Overlook the installation of finished products and ensure customer satisfaction.
- Ensure the customer arrears are received in time.
- Provide timely update to the management regarding the products at various stages as well as customer accounting and billing.

Hard Skills:

- Multilingual (English & Hindi)
- Sales and after sales process for Zara.
- Managing incoming customer arrears & follow-up.

Soft Skills:

- Interpersonal Skills (Customer handling & Customer satisfaction)
- Communication (Empathy, Listening, Clear & Concise Communication)
- Attention to details (Customer feedback, Customer requirements & Customer Issues)
- Collaboration (Team worker and Process oriented)
- Passionate, Disciplined, Organised & Ethical.

Languages:

- English And Hindi: Expert in Reading, Written & Spoken in Both

Education: Jul-2021 – Mar-2022 :10th grade pass in Commerce from N.I.O.S.

