DANISH SHAIKH

A person with a beard

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**EMAIL ID-** [ds484854@gmail.com](mailto:ds484854@gmail.com)

**Mobile No.:** +971564547749

**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 then 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.