

# farhan yousuf

ajman

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+971 50 219 6496

- seeking to provide premier service to clients and up-sell products in person, over the phone and through email who possesses written and verbal communication skills and always strives for customer satisfaction.

## Personal Details

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**Birth Date:** 1994-12-15

**Eligible to work in United Arab Emirates:** Yes

**Industry:** Arts & Entertainment, Call Center, Community & Social Service, Customer Service, Marketing, Media & Communications, Other, Real Estate, Retail, Sales

## Work Experience

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### Sales Executive

Etisalat - Dubai

Present

- Customer Acquisition: Identifying and prospecting potential customers, both individuals and businesses, to expand the customer base.
- Product Knowledge: Staying updated on Etisalat's offerings, including mobile, internet, and other telecom services, and effectively communicating their benefits to customers.
- Sales Strategies: Developing and implementing sales strategies to meet or exceed sales targets and quotas.
- Relationship Building: Building and maintaining strong relationships with customers to ensure their satisfaction and loyalty.
- Market Research: Keeping abreast of market trends, competitor activities, and customer preferences to adjust sales approaches accordingly.
- Sales Presentations: Preparing and delivering persuasive sales presentations to potential clients.
- Sales Reporting: Documenting sales activities, submitting reports, and maintaining accurate records of sales transactions.
- Customer Support: Providing support to customers, addressing their inquiries, resolving issues, and ensuring a positive customer experience.
- Targets and Quotas: Meeting or exceeding sales targets and quotas set by the company.
- Team Collaboration: Collaborating with other sales team members and departments within Etisalat to achieve collective goals.
- Adherence to Policies: Ensuring compliance with company policies, pricing structures, and ethical standards in all sales activities.
- Continuous Learning: Staying updated on industry trends and participating in training programs to enhance sales skills and knowledge.

## **Sales Executive**

Radiant vision general trading - Dubai

February 2020 to December 2022

- A results-driven and customer-focused sales executive with a proven track record of exceeding sales targets. Adept at identifying new business opportunities, building strong client relationships, and closing deals. Utilizes effective communication and negotiation skills to drive revenue growth and contribute to the success of the organization.

## **Sales Executive**

Infinix - Karachi

December 2019 to December 2020

- Setting sales goals and developing sales strategies. Researching prospects and generating leads. Contacting potential and existing customers on the phone, by email, and in person. Handling customer questions, inquiries, and complaints.

## **Sales Executive**

Good luck communication - Karachi

October 2018 to September 2019

- As a Sales Executive at Goodluck communication, I demonstrated a strong track record of driving revenue growth and exceeding sales targets through strategic prospecting, relationship-building, and effective closing techniques. With a customer-focused approach and exceptional communication skills, I successfully contributed to the company's market expansion efforts.

## **Saleman**

The Mobile Shop - Ajman

June 2017 to June 2018

- greeting and approaching potential customers, asking questions, and providing answers to questions asked by consumers

## **Salesman**

Global Village Dubai - Dubai

October 2016 to April 2017

- maintain relationships with customers or business partners to inform them of new products or services, discounts or product recalls

## **Education**

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### **Matric**

Pakistani islamia higher secondary school - Ajman

## **Skills**

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- Customer service
- Organizational skills
- Cashiering
- Communication skills

- Cash handling
- Consultative Selling
- Relationship Building
- Negotiation Expertise
- Market Research
- Time Management
- Communication
- Goal oriented

## Languages

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- English - Fluent
- Hindi - Fluent
- Arabic - Fluent