

Mohammad Afzal Khan
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CARRIER OBJECTIVE

Enthusiastic and knowledgeable Sales Associate with 10 years of experience in retail environments Recognized for ability to communicate with customers and provide exceptional service that ensures client Retention and positive feedback. Proven ability to increase sales through upselling techniques and persuasion techniques

PROFESSIONAL EXPERIENCE

Role & Responsibilities: Retail Customer Executive at Vodafone idea store Bahraich- 2010 to Present

- Handled customers Quires /Request / Complain and resolved with a compassionate and empathetic approach.
- Achieving monthly targets with quality sales
- Interacted with over 50 customers daily during shift Through proactive product recommendation exceeded the targets customer satisfaction rate of 90%
- Exceeded Sales targets by maintaining a robust knowledge of the product and quickly assessing customers needs
- Daily briefing with filed officer sales regarding sales / new product / services
- Focus on store opening closing on time / maintenance / infra / atmosphere / Grooming and bonding with employ's alongside store neat & clean provision on daily basis
- Attend monthly meeting with Zonal Head / Sales Head / regarding targets & services
- Act as am responsible and transparent mediator between customer and company
- Maintained store stock inventory through CPos Software (Channel Point of Sale)
- Resolved query / complain / request through CRM Software
- Works on all parameters from day one
- Build good relation between customers and employ
- Maintained friendly and positive attitude at all time with unhappy and unruly customers
- Understand customer needs and develop plan to address them including the assistance with compliance question , problem and concern

ACHIEVEMENT

- Star Performer of Postpaid ka Dhmaal for the month of -June-2011
- Securing 100% Score in External Quality Audit July -2012
- Circle Service Champion for the month of August -2012
- Top Performer Award in the month of June -2018
- Top Performer Award in the month of Aug 2018

SKILL

- High Attention to detail and an ability to work well under pressure
- Convincing business and analytical skills. Understands key metrics and how to use them to grow the business and drive profitable sales
- Good financial awareness and ability to bring that discussion / negotiations with key customer decision makers
- Solving complicated issues and making proactive operational changes
- Good Computer knowledge (MS Office)

CARRIER HIGHLIGHT

- Accomplished all targets provide by the organization
- Developed various new innovative business model
- Received applause from the senior management on numerous occasions for my diligence and expertise in closing the deal successfully
- Having good communication skill

KEY COMPETENCIES

- Problem solving capability
- Cost management
- Focus on aim
- Quick Lerner
- Leadership
- Positive attitude
- Punctuality

EDUCATION

- Bachelor Of Art in 2010 from Awadh University Faizabad Uttar Pradesh
- Higher Secondary Certification 12th Standard in 2006 from Uttar Pradesh State Board
- Secondary School Certification 10th Standard in 2004 from Uttar Pradesh State Board

PERSONAL DETAIL

- Mohd Afzal Khan S/o Manzoor Hasan
- Married
- 19th March 1986
- Hindi ,English
- Indian

DATE

PLACE

