

# Shuhaib Rahman T.P

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Sales Promoter/  
Merchandiser/Administration/Document controller



*Highly motivated professional eager to employ Three and half years of solid track record in delivering profit maximization and revenue growth. Consistently demonstrated competencies in sales Promoter and merchandising, client relations and Documentation. Accord highest attention to customers and use customer service skills to heighten sales opportunity of each customer contact.*

## Strengths

- ✓ Expertise in Sales & Customer Service
- ✓ Profit Maximization & Revenue Achievement
- ✓ Documents Handling
- ✓ Commitment to service Excellence
- ✓ Administration and coordination skills
- ✓ Convincing & Negotiation Skills
- ✓ Effective Team Player & Fast Learner
- ✓ Hardworking – Reliable- Sincere
- ✓ Confident – Self Starter- Flexible

## Achievements

- Displayed abilities in handling problems as opportunities and dealing with difficult challenges.
- Successfully achieved performance parameters as well as organizational goals and objectives.
- Recognized as a quick learner and can easily adopt to company procedures.
- Strong commitment to service excellence.

## Career Progression

- **Sales Representative** - Nine Months  
Gadgex Digital Calicut, Kerala, India
- **Admin Assistant** - Seven Months  
Vlead Eduventures, Malapparambu, Calicut, Kerala, India.
- **Cashier/Billing** - One Year and six months  
Jose Trading, Valiyangadi Calicut, Kerala, India.

### **Merchandiser**

- Plan and develop merchandising strategies that balance customer's expectations and company's objectives
- Analyses sales figures, customers reactions and market trends to anticipate product needs and plan product ranges/stock.
- Collaborate with buyers, suppliers, distributors and analysts to negotiate prices, quantities and time scales
- Maximize customer interest and sales levels by displaying products appropriately
- Monitor stock movement and consider markdowns, promotions, price changes, clear outs etc.
- Build constructive customer relationships and team with channel partners to build pipeline and close deals

### **Customer Service**

- ✓ Act as first point of contact for customers while projecting professional image at all times.
- ✓ Accord highest attention to customers. Process customer transactions and respond to products and services inquiries in a responsive accurate and timely manner
- ✓ Ensure understanding of client needs through great attention to detail
- ✓ Display high quality, prompt and professional customer service to achieve customer satisfaction, repeat and referral business
- ✓ Apply basic concepts, practices and procedure of handling client's complaints while meeting quality standards for customer services.
- ✓ Refer unresolved customer grievances to designated department for further investigation.
- ✓ Keep records of customer interaction and transactions, document details of inquiries, complains, issues comments and actions taken.

### **Administration**

- Expertise in handling office related works such as correspondence, recording and filing
- Provide administrative and office support to the department heads or management
- Keep an eye on office stationery and issue purchase requisition as necessary
- Monitor office operations and suggest improvements on existing policies and procedures.
- Maintain relation with internal and external parties dealing directly with the organization

### **Educational Qualification**

- 2018 – B.com – Course Completed (Calicut University)
- 2015 – Plus Two (Board of higher Secondary Examination)
- 2013 – SSLC (Board of Public Examination)

### **Computer Knowledge**

- Tally
- M.S Office.

### **Personal Details**

Nationality : Indian  
Date of Birth : 14/01/1998  
Marital Status : Married  
Visa Status : Visit Visa.  
Languages : English, Hindi & Malayalam.

**Shuhaib Rahman T.P**