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# *FIROZ AHMAD SHEIKH*

 ***Al Qasmia, Sharjah, United Arab Emirates***

Mobile no: +971553754594

 Email: firoz.ae1@gmail.com

**Sales| customer oriented | Communication | Team Management**

* **Objective: Use my Sales and Ecommerce Retail expertise in revenue generation and customer service, to steer Sales & Marketing Operations, towards growth and profitability. Able to work independently and as part of an Internet business team.**

**Profile**

* **Strong ability to communicate in a clear, concise and organized and appropriate manner both verbally and in writing.**
* **Highly motivated and work focussed, well-versed with general administrative duties.**
* **Excellent team player, great organizational skills with a cheerful disposition.**
* **Excellent English language skills and competent MS-Office skills**
* **Highly commended for displaying ethics and integrity at work and for team spirit.**
* **Capable of coordinating and performing staff as well as operational support activities**.
* **Proven ability, vision and skills to lead e-commerce sales towards specific goals in a rapidly changing and growing virtual sales environment.**

### Career History

# Pankaj IT Solutions. Goa

Customer Service Representative.

(2021 Apr)

Key Responsibilities

* Travel to areas where needs are projected.
* Take orders on phone or in person.
* Demonstrate product features before a sale.
* Check inventory to ensure orders are in stock
* Advise customers on technical matters and recommend appropriate computer configurations.
* Assist with company helpline.

# Al-Hathboor International. Dubai

Sales Representative. (Stationery & Arts Division)

(2014 Jul – 2020 Sep)

Company Profile: Al Hathboor International.

Key Responsibilities

* Handled office supply Customers dealing in Stationery products.
* Sold a wide range of Stationery & Arts products from world over which included brands like Nataraj, Rapesco, Kores, Stanger, Rexel, Bantex, Daler rowney, Sinoart, Colart, Canson ETC.
* Planned and sold wide range of company products like Car care, Arts, Stationery, Cosmetics, Electric items and other products to all major Ecommerce platforms like Amazon, Noon, Supply Van, Bulk whiz etc with an aim of growing revenues and market share.
* Manage the content creation and listing of products across all market places, ensure product listings are clear, complete & meet the standards.
* Developed other Office supply businesses and Ecommerce accounts.
* Develop sales strategy for existing inventory and new product launches forecast and create stock replenishment for the purchasing team to take action.
* Monitor daily sales, inventory.
* Review competitors and keep track of new products and their pricing. Maximized business from existing customers and identified and created new clientele.
* Submitted detailed proposal and quotations to export customers.
* Provided regular and accurate sales forecast to the Senior Managers.
* Gained a lot of expertise and knowledge by attending sales conferences and marketing events.

**Al-Futtaim Electronics Company LLC. Dubai**

**Sales Merchandiser. ( Toshiba )**

 **(2011 Jul – 2014 Apr)**

Company Profile: Al-Futtaim Electronics Company LLC., is a biggest retailer from last 41 years,

 A Significant player in consumer electronics retailing in the Middle East

*Key Responsibilities*

* Ensured proper display of products for better visibility and productivity
* Ensured achievement of Monthly Sales targets as set by the Management
* Maintaining daily stock report in order to avoid shortages and pilferages
* Ensured appropriate pricing and attractive displays to increase sales
* Reported on sales and inventory of available stocks
* Effectively determined Customers’ needs and assist with customer queries

**Mehraj Real Estate, Goa, India**

**Real Estate Assistant**

**(2008 Feb-2011 Mar)**

Company Profile: Real Estate Company providing services in Residential and Commercial construction

*Key Responsibilities*

* Maintained safe, secure and healthy work environment by following and enforcing standard procedures complying with legal regulations.
* Provided schedules to the workers and assigned tasks to construction laborers.
* Liaised with contractors and managers to ensure all the parties remained coordinated.
* Organised the equipment and man power necessary to complete the project.
* Ordered office supplies and performed general administrative duties.
* Setting appointments for viewing of the properties.
* Market properties to prospective clients through leasing agents or advertise them.
* To make sure the residents are properly moved in to the new apartments & to ensure that all the formalities are completed like signing of the agreements and all other necessary forms before turning over the keys.

**Royal Group of Companies, Goa, India**

**Telemarketing Executive**

**(2005 Nov-2008 Jan)**

Company Profile: Asia’s leading Luxury Resort Developer

*Key Responsibilities*

* Established great rapport with prospective clients on phone, paying more attention to listening and understanding their needs
* Successfully converted prospects into customers selling attractive tourism packages for worldwide destinations
* Opted to multi-task doing data-entry in addition to telemarketing, which was well appreciated.

###  *Education*

* **HSSC- Vocational Stream, Goa Board**

**Airlines, Travel and Tourism.**

* **Diploma in International Air Transport Association (IATA)**

**Correspondence Course (Montreal, Canada)**

* **Undergoing BCOM (Bachelor of Commerce) Program at Indira Gandhi National Open University.**

###  *ADDITIONAL QUALIFICATION*

* **Digital Marketing Course from Digicom Institute**
* **Completed MS-Office Diploma from MICE Institute, Margao, Goa, India**

###  *Trainings and On-job achievements*

### Received a “Certificate of Completion”for successful completion of training on Intel Retail Sales skills.

### Received Certificate for successful completion of Sales training on Toshiba Notebook Computers.

### Successfully marketed Toshiba Laptops at Gitex WTC Dubai.

### Successfully marketed Toshiba laptops and Tablets for Sharaf DG stall at Abu Dhabi Electronic Shoppers at ADNEC Abu Dhabi.

### *Personal Information*

 **Religion : Muslim**

 **Marital Status : Married**

 **Languages : Fluent in written and spoken English, Hindi, Urdu and Konkani**

 **Holder of U.A.E Driving License.**