

RESUME

FARHAN ALAM

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CAREER OBJECTIVE:

Highly motivated Sales Associate with extensive customer sales experience. Outgoing Sales professional with track record of driving increased sales, improving buying experience and elevating company profile with target market. Diligent about keeping merchandise presentable to maximize business revenue. Effectively demonstrate products, overcome objections and close sales. I would like to achieve challenging and growth oriented position in a progressive firm which would utilize my potential and skill efficiency to achieve the best of my job and me.

PROFESSIONAL QUALIFICATION:

- **Computer Course** from **HEIGHTS**
- **Diploma in Financial Accounting (D.F.A)** 6 months.

ACADEMIC QUALIFICATION:

- **BBA** from **Intellectual Institute of Management & Technology (Delhi)** 2017
- **Intermediate** from **UP Board (UP).** (2012-14)
- **Matriculation** from **B UP Board (UP).** (2012)

WORK EXPERIENCE:

- **Worked with Sales Promoter from Vivo Mobile (Lucknow) Three Months**
 - Maintained organized , presentable merchandise to drive continuous sales.
 - Analyzed and properly processed product return , assisting customer with finding alternative merchandise to meet needs.
 - Worked alongside retail representatives boost sales by enhancing product presentations and advertising collateral.
 - Organized racks and shelves to maintain store visual appeal, engage customers and promote specific merchandise.
- **Retail – sales Associate , Honour Mobile (Lucknow) 8th Months**
 - Identified interested customers, explained products and services, and initiated conversations.
 - Exceeded all sales quotas and targets-increased of sales.
 - Provided knowledge and expertise to customers and performed other duties as required.
- **Worked with Sale Assistance in Shine City (Lucknow) Three Years**

Handle 28 to 35 customers on weekdays and over 40 transactions on weekend days.

 - meet and greet customers upon entering the sales area
 - Operate the point of the sale system and handle sales transactions
 - Answer queries from customers
 - Receive deliveries from suppliers
 - Replenish stock on displays
 - Ensure sure baskets are available for customers to use
 - Clean and tidy up of aisles and display areas
 - Help customers navigate the store

SKILL INCLUDES:

- Knowledge of software installation.
- Knowledge of Internet, MS office, word and Excel.etc.
- Computers literacy
- Products knowledge
- Basic literacy and numeracy
- Customer service skills
- Customer-centric mindset
- Creative problem solving & decision making when dealing with customer issues
- Ability & prioritize across multiple tasks and unexpected situations
- Active in listening and trust-building
- Time management
- Ability to learn quickly and Accept

EXTRA CURRICULAR ACTIVITY/HOBBIES:

- Helping other is my greatest hobby besides playing Cricket and Cycling.

PERSONAL ATTRIBUTE :

- Dedicated diligent and motivated.
- A fast learner, adapt well to change and pressures in the workplace
- Sincere with a high level of integrity.
- Emphatic and good communicator.
- Flexible and adaptable.

PERSONAL PROFILE:

Father's Name : Mr. Mainuddin
Address : KN-049, Shekhpur, Habibpur, Lucknow-226017
Date of birth : 15th- May-1995
Marital Status : Single.
Nationality : Indian.
Languages known : English, Hindi, & Urdu.

DECLARATION:

I, hereby, declare that all the statements given above are true, complete and correct to the best of my knowledge and belief.

Date:

Place:

(Farhan Alam)