

# SABIR AHMED



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## OBJECTIVE

Accomplished, growth-focused professional with 8+ years of dynamic sales experience across multiple industries. Equipped with a steadfast commitment to customer service excellence to enhance customer experience, maximize satisfaction, propel retention, achieve/ exceed sales goals, and increase business revenue. Possess superb abilities to develop and maintain a high level of product knowledge to persuasively promote them to existing and potential customers.

## Work Experience

01/2023 to 12/2024

### GLUTAWEIS COSMETICS PRIVATE LIMITED , MUMBAI (INDIA)

Medical Sales Representative.

Roles and Responsibilities are-

- Contact medical professionals such as Doctors, Pharmacists to offer them products and services via calls and arranged meetings.
- Conduct surveys to identify potential Customers and target market for specific products.
- Prepare and present business proposal to clients to indicate interest in providing sales offer.
- Deliver sales pitches to convince clients to order or purchase medical products.
- Provide demonstration of products to highlight its qualities and efficacy.
- Build and maintain positive work relationship with clients to create a rapport that allows for future business deals.
- Help resolve any issues or customer complaints regarding a product.
- Monitor industry trends to identify product demand, degree of competition and price of competing products.
- Work in line with company policies to meet and exceed set sales targets.
- Develop and implement strategies for expanding customer base and on the other hand minimize clientele attrition.
- Maintain proper record of account/ sales operations and present periodic reports to management or business activities.
- Conduct price negotiations with clients to strike a profitable bargain.
- Carry out research to obtain information relevant in meeting the scientific and business needs of medical professionals.
- Participate in conferences and seminars to improve on existing job knowledge and expand personal network

04/2022 to 08/2022

### MABEAT, DUBAI (UAE)

Credit Card Sales Associate

Roles and Responsibilities are-

- Engage and educate customers on product usage.

- Convey brand information to customers and respond to questions/ inquires that arise.
- Responsible for daily/monthly sales targets.
- Investigate and address competitors' activities.
- Prioritise and schedule proactive calls to organisation's account.
- Update and manage contact database with accurate profiles, notes and relevant information.
- Undertake training on the firm's markets and products and improve on selling skills.
- Match sales opportunities that cover other products involving various sales representative.
- Bargain customer pricing contract with third party provider.

11/2021 to 03/2022

### **TECH MAHINDRA LIMITED , MUMBAI (INDIA)**

Call Centre Executive

Roles and Responsibilities are-

- Answering approximately 100 inbound customer calls per day in a friendly and courteous manner.
- Provide accurate, valid and complete information by using the right methods/tools.
- Discussing billing issues with the customers and offering possible solutions.
- Providing information on additional products and services such as setting up prepaid and Postpaid Plans and services like MNP, MCI & RMCI, Ringtone service, New connection etc.
- Keep records of customers interaction, process customer account and file documents.
- Following the conversational script Provided by Vodafone Idea and keeping the customer calls to under 10 minutes.
- Escalating the customer calls to my supervisor, if needed.

03/2021 to 09/2021

### **Dell Private Limited, BANGALORE (INDIA)**

COMPUTER SALES ASSOCIATE

Roles and Responsibilities are-

- Used proprietary POS system to enter sales quotas and customer information to track movement of products through the store.
- Clean, put up new laptops, organize.
- Clean windows, glass partition or mirrors.
- Be knowledgeable about all Dell products and the Product of Dell competitors.
- Design both Dextop and Laptop computer system to meet customer's application needs.
- Help customers of best buy set up their computer and help troubleshoot basic computer problems.
- Assist Customers in selecting products which fit their needs-specializing in tablets, laptops and Dextop PCs.
- Complete all POS opening and design procedures, including counting the contents of cash register.
- Maintain knowledge and understanding of correct and updating technologies relate to computers.

REASON OF LEAVING: 2ND WAVE OF COVID OUTBREAK

12/2018 to 04/ 2020

### **RELIANCE DIGITAL LIMITED, MUMBAI (INDIA)**

Sales Associate

Roles and Responsibilities are-

- Greeting every customer that walked into the store and helped them locate anything that they needed.
- Helped the customers with Computers, Mobile Phones, Tablets, cameras and other technology related products.
- Exceeded targets in terms of sales volume and customer satisfaction by 40%.
- Built relationship with customers who may not be well diversified in all forms of technology and provide them with a comfortable introduction to connected solutions.
- Contracted other store locations to determine merchandise availability.
- Identified and qualified customer needs, develop sales strategies and negotiated and closes.
- Maintained comprehensive knowledge of hardware, hardware trends, and new releases.

## Education

2018

**GOVT. BOYS HS SCHOOL**  
INTERMEDIATE OF SCIENCE

## Languages

ENGLISH —

HINDI —

## Additional Skills

- EXCELLENT COMMUNICATION SKILLS .
- COMPUTER SKILLS.
- SALES SKILLS.