






Shafi Mohammed

Sales Manager

Personal Info

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 Doha, Qatar

 Indian

Education

● **Master's In Business**
| Anna University India
| 2006

● **Bachelor in Science**
| Kannur University
| 2004

Skills

Administration - Expert

Communication Skill - Expert

Customer Service - Expert

Direct Sales - Expert

Excel - Experienced

Leadership - Experienced

Multitasking - Expert

Problem Solving - Experienced

Sales & Marketing - Expert

Sales targets. - Expert

Team Management - Expert

Time Management - Expert

Microsoft Office - Expert

Summary

Dynamic and results-driven Sales Manager with 13 years of experience in building materials and 3.5 years in direct banking sales. Proven expertise in managing project sales, particularly in manhole covers and frames, by working closely with contractors and consultants to ensure alignment with project specifications. Adept at developing strong client relationships, multitasking, and leading teams to achieve business objectives. Highly skilled in direct sales, business development, and utilizing MS Office tools for streamlined operations. Previously served as Relationship Officer at Excel Commercial Broker (RAK Bank) and Relationship Executive at ICICI Bank, demonstrating a versatile approach to customer service and sales across industries.

Work Experience

Sales Manager, NEWSTAR TRADING, Doha

2011 - Present

Responsibilities:

- Managed and developed new accounts to drive business growth.
- Met with customers to assess their requirements and tailor solutions to meet project needs.
- Led, motivated, and trained a team of 4 sales personnel to consistently achieve targets.
- Created and executed strategic business plans to expand market presence.
- Organized quarterly fundraisers to strengthen client relationships and expand the customer base.
- Delivered both oral and written presentations to clients, highlighting product offerings and benefits.
- Forecasted future sales trends, providing guidance to sales staff and evaluating their capabilities to optimize performance.
- Prepared quotations and successfully secured orders, ensuring alignment with client needs.
- Addressed customer inquiries promptly, maintaining strong relationships and ensuring high levels of satisfaction.

Languages

- English - Fluent
- Malayalam - Native Speaker
- Hindi - Fluent
- Arabic - Basic
- Tamil - Basic

Relationship Officer, Service Provider for RAK BANK Dubai

2007 - 2011

Responsibilities:

- Managed key accounts for Rak Bank clients in Dubai, fostering strong relationships and ensuring high levels of customer satisfaction.
- Generated leads through telemarketing efforts, successfully identifying potential business opportunities.
- Drove business growth through cold calling, converting prospects into clients.
- Consistently met monthly sales targets, with a focus on balance transfers of 1 lakh AED per month.
- Built and maintained a comprehensive customer database, ensuring accurate records and tracking of client interactions.
- Submitted daily sales reports, providing insights and progress updates to senior management.
- Conducted regular team meetings to ensure alignment with sales goals and share important updates.
- Trained and mentored team members to improve their sales skills and productivity.
- Delivered exceptional customer service, addressing inquiries and resolving issues promptly to maintain customer loyalty.

Hobbies

- **Traveling:** Passionate about exploring new cultures and gaining diverse perspectives.
- **Badminton:** Regular player, focusing on both fitness and strategy.
- **Reading:** Avid reader, particularly interested in personal development and business-related books.

References

References available upon request