

ALI SHAN

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alyshaan33@gmail.com
NOC: available



Reliable and hardworking laborer with 2 years of hands-on experience in general helper and packing roles. Proven ability to follow instructions, maintain a safe work environment, and meet production goals. Seeking to contribute a strong work ethic and efficiency to a new team.

EXPERIENCE

OCT 2023 – NOW

MERCHANDISER \SALESMAN | AL RAYYAN ENGINEERING FOR CONTRACTING & TRADING

- Accurately inputting customer information, orders, and sales data.
- Preparing regular sales reports on metrics like daily sales, lead conversion, team performance, and inventory levels for management.
- Handling incoming phone calls, emails, and other inquiries, directing them to the appropriate salesperson.
- Receiving and processing customer orders, both over the phone and online, and tracking their status until delivery.
- Having a good understanding of the store's layout and products (e.g., location of items, differences between brands,) to answer customer questions accurately.

MARCH 2022 – AUGUST 2023

SALESMAN | LIFESTYLE (HOME ACCESSORIES & CROCKERY), CENTERPOINT, DUBAI, UAE

- Exceeded monthly sales targets through tailored customer solutions.
- Delivered engaging product presentations on home & kitchen accessories.
- Handled complaints with professionalism, ensuring repeat business.
- Receiving and processing customer orders, both over the phone and online, and tracking their status until delivery.

APRIL 2018 – SEP 2021

SALESMAN – HOME APPLIANCES, PEL GULBERG BRANCH, LAHORE, PAKISTAN

- Boosted branch sales through upselling and cross-selling strategies.
- Delivered after-sales support, enhancing customer loyalty.
- Maintained long-term relationships with regular customers.
- Receiving and processing customer orders, both over the phone and online, and tracking their status until delivery.

EDUCATION

2020	INTERMEDIATE (BOARD OF INTERMEDIATE AND SECONDARY EDUCATION RWP PAKISTAN)
2022	NEBOSH / IOSH CERTIFICATION
2021	DIPLOMA IN COMPUTER APPLICATIONS – 1 YEAR (PAKISTAN)

LICENCES AND CERTIFICATES

- Driving license **(VALID)**
- Food handling certificates **(VALID)**

SKILLS

Reliability & Punctuality
Time Management
Communication Skills

Teamwork & Collaboration
Customer-First Attitude
Basic Math Skills

LANGUAGES

English – Fluent
Urdu – Fluent
Hindi – Conversational
Arabic – Basic