

NAVAS BASHEER

AUTOMOTIVE SALES ADVISOR

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PROFESSIONAL SUMMARY

Experienced Automotive Sales Advisor with over 10 years of progressive experience in the automotive and retail sectors. Proven track record in delivering exceptional customer service, driving sales performance, and building long-term client relationships. Skilled in advising customers on vehicle services and accessories, upselling maintenance packages, and handling point-of-sale systems with accuracy and efficiency. Strong communication and negotiation abilities, supported by a background in supervision, sales, and customer engagement. Adaptable and goal-oriented, with a passion for the automotive industry and a focus on exceeding customer expectations.

WORK EXPERIENCE

ENOC, Dubai | 2009 – 2025

APC Supervisor | 2019 – 2025

- Oversee and manage all daily operations related to the Automated Petroleum Control (APC) system to ensure seamless fueling services, maintaining optimal operational efficiency and compliance with company policies and safety regulations.
- Supervise and coordinate a team of technicians and attendants, providing guidance, training, and performance evaluations to enhance service quality and productivity.
- Monitor inventory levels and coordinate with procurement teams to ensure uninterrupted supply of petroleum products while minimizing stock discrepancies.
- Handle customer inquiries and resolve operational issues promptly to uphold high standards of customer satisfaction.
- Conduct regular inspections and maintenance schedules to ensure equipment reliability, safety, and adherence to environmental standards.
- Collaborate with senior management to implement process improvements, reduce operational costs, and increase overall profitability.

Auto PRO Sales Advisor | 2014 – 2018

- Delivered expert advice and tailored automotive product recommendations to customers, ensuring their needs were met with the most suitable products and services available at ENOC.
- Developed and maintained strong customer relationships by understanding client requirements and providing exceptional after-sales support, fostering long-term loyalty.
- Managed product inventory and promotional displays, ensuring that all sales areas were well-stocked, organized, and attractive to customers.
- Achieved and exceeded sales targets through strategic upselling and cross-selling of automotive products such as lubricants, oils, and car care accessories.
- Conducted product demonstrations and educational sessions to inform customers about new arrivals, benefits, and proper usage techniques.
- Maintained detailed sales records and prepared reports for management review, contributing to data-driven business decisions.

Customer Service Associate (CSA) Cashier | 2011 – 2013

- Delivered prompt and courteous cashier services, accurately processing customer transactions while ensuring compliance with company cash handling procedures.
- Managed point-of-sale (POS) systems efficiently, handling cash, credit, and digital payments with precision and accountability.
- Provided excellent customer service by addressing inquiries, resolving complaints, and facilitating smooth transaction processes to enhance customer satisfaction.

- Assisted in maintaining the cleanliness and organization of the cashier station and retail environment, contributing to a positive shopping experience.
- Coordinated with inventory staff to update stock levels and reorder supplies when necessary, ensuring uninterrupted service availability.

Sales Executive cum Driver | India

2 Years

- Executed sales strategies and conducted market research to identify potential clients, promoting company products and services across assigned territories.
- Built and nurtured client relationships by providing personalized service, understanding customer needs, and offering tailored solutions to drive sales growth.
- Managed logistics and transportation responsibilities by safely and efficiently driving company vehicles to deliver products, attend client meetings, and support field operations.
- Maintained vehicle upkeep, ensuring compliance with safety standards and legal requirements to minimize downtime and operational risks.
- Prepared detailed sales reports and documentation to track progress and inform management decisions.

PROFESSIONAL SKILLS

- Customer Relationship Management (CRM)
- In-depth Automotive Product Knowledge
- Sales Negotiation & Closing Techniques
- Vehicle Demonstrations & Test Drive Coordination
- Market & Competitor Analysis
- Sales Documentation & Legal Compliance
- Financing & Insurance Consultation
- Cross-Department Coordination (Service, Finance, Insurance)
- Target-Oriented & Results-Driven
- Adaptability & Flexibility
- Event Planning & Promotional Activities
- Problem Solving & Conflict Resolution
- Time Management
- Communication Skills
- Customer Service Excellence

TECHNICAL SKILLS

- **Microsoft Office Suits:** (MS Excel, MS Word, MS Power Point, Outlook)

EDUCATION

Industrial Training Certificate (ITC) – Electronic Mechanic

Higher Secondary Education

Kerala Board of Higher Secondary Education

CERTIFICATION

Certification from the Institute of the Motor Industry

DRIVING LICENSE DETAILS

Valid UAE Driving License No: 63678408

LANGUAGES

- **English**
- **Hindi**
- **Malayalam**
- **Tamil**