



Sanaaftab648@gmail.com



+971506397768



Sharjah, UAE (Visit Visa valid till February 4, 2025)

SKILLS

Excellent Speaker

Analytical thinking

Problem Solver

Customer handling and maintain relation

Customer feedback and complaints redressal

LANGUAGES

English, Hindi, Urdu

INTERESTS

Watching Movies and Debates

Sana Aftab

Aspiring sales and customer support professional with close to 2 years' experience in sales, customer services, back-office operations, and day to day office support tasks. Having the knack of understanding customer needs and preferences, I want to excel in management of customers by providing superior service and adding value to the organization.

WORK EXPERIENCE

Sales Executive – Vishal Mega Mart

(03/2022 – 11/2024)

Jamshedpur, India

- Achieve monthly sales target - including overall segment-wise and cross-selling targets.
- Addressing customer complaints and grievance redressals to ensure adequate customer satisfaction.
- Keeping an eye on competitor's behavior to improve services, retain existing customers and tap new customers.
- Performing physical verification of stocks, matching physical stock with book balance.
- Preparation of monthly stock-reconciliation reports for the Management.
- Storage, recording and timely processing of returns of damaged or rejected materials.
- Daily monitoring of housekeeping of the Store and coordinating with Facilities service provider to ensure safe keeping of the stocks.
- Ensure stocks are kept in appropriate and designated location for easy identification.
- End of day cash reconciliation from the POS machine and posting in the system.

EDUCATIONAL BACKGROUND

Bachelor of Commerce (B.COM) – Pursuing via distance education, starting June 2024
Kolhan University

Higher Secondary School, Specializing in Science, 2023
Xavier's English High School, Jamshedpur

PERSONAL DETAILS

Date of Birth: December 22, 2004

Marital Status: Single

Nationality: Indian