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|  | SHAHISTHA MOHAMMED SHARIF+971544929601 | E: Shahisthasharif@gmail.com |

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| **Professional summary** |

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|  | An enthusiastic individual with an interest in moving to a fast-moving environment which will provide challenges and allow further development of my leadership, technical and communication skills. Passionate yet organized sales team-worker with 5 years of experience in the sales office department.  |

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| **Skills** |

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| * Sales service
* Customer service
* Data management
* Risk management processes and analysis
* Extremely organized
* Self-motivated
* Active learner and strong verbal communication
 | * Sales Order Processing
* SAP
* Certified in Microsoft office
* Sales Team
* Process implementation
* Filing
* Multi-task effectively
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| **Work history** |

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|  | **Sales Coordinator** *10/2013 to 07/2017* **Al Islami Foods | Dubai, UAE*** Preparing daily sales achievement report using SAP which will be circulated to entire Sales team for update and further evaluation.
* Preparing reports using SAP for Sales Director, Commercial Director, Chief Finance Officer and CEO like monthly sales achievement per area per product category, monthly/yearly sales trend comparison.
* Preparation of Memos, Purchase Requisitions on request from the team.
* Maintaining all customer codes in the system this includes creation of codes for new customers on SAP as well as amendment on the existing codes whenever required.
* Sales Order Processing Using SAP For Channel Van Sales & Sales
* Tracking sales orders (Van sales) to ensure that they are scheduled and sent out on time
* Preparing, maintaining and filing of Customer Legal Agreement, display & freezer agreements.
* Preparing monthly attendance of the entire sale team which will then be sent to HR.
* Maintaining the customer database
* Collating all Goods Receipt Vouchers from the market for management signatures and approvals
* Responding to sales queries via phone, e-mail and in writing with customers
* Circulating monthly promotion list to the entire sales team
* Maintaining price list for all items and ensuring that it is always up to date as and when price changes take effect
* Preparing daily stock report which will be circulated to the Sales team
* Consolidating all expenses sheets of the Sales team for Sales GM approval and accounts expense booking and allocation
* Document Controller & filing
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|  | **Telesales Representative** *02/2013 to 08/2013* **Global Ventures commercial Broker LLC | Dubai, UAE*** Describing the product benefits and special offers over the phone.
* Giving advice about how these may benefit customers personally.
* Gathering and documenting information about the customer once the order is taken.
* Achieving minimum targets.
* Entering notes into a computer, including dates for follow up calls.
* Taking an order.
* Providing help and advice to customers using your organization's products or services.
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|  | **market research Interviewer** *09/2012 to 02/2013* **Kantar TNS | Dubai, UAE**CATI (Computerized Assisted Telephonic Interviewing) A telephone surveying technique in which the interviewer follows a script provided by a software application. * Conduct surveys on different product and services.
* Use a computerized questionnaire to administer respondents over the telephone.
* Dial the telephone number of corresponding customer or a number which random.
* When contact is made, read the questions posed on the computer screen and record the respondent's answers directly into the computer.
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| **Education** |

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|  | Bachelors | Bachelors of Science - Information Technology *2015* **Sikkim Manipal University, Sharjah, UAE**  |

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|  | High School | Commerce *2012* **Gulf Indian High School, Dubai, UAE**  |

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| **Personal Information** |

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|  | Nationality - Indian Gender - Female Marital status - Married Passport Number – T5787742 Date of Issue - 03/06/2019 Date of expiry - 02/06/2029 Place of issue - India Visa Status - Visit Visa Date of Birth - 13/09/1994 Languages - English, HindiValid UAE Driving License  |

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| **Reference** |

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|  | Mohammed Sharif +971 50 5151054 Senior Customer Service Officer Al Islami foods Co. Dubai  |

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| **Declaration** |

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|  | I hereby declare that all the information's given above are true to the best of my knowledge Shahistha Mohammad Sharif  |

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