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

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| **Professional summary** | |  |  | | --- | --- | |  | 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** | |  |  |  |  | | --- | --- | --- | --- | |  | |  |  | | --- | --- | | * 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** | |  |  | | --- | --- | |  | **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 |  |  |  | | --- | --- | |  | **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. |  |  |  | | --- | --- | |  | **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** | |  |  | | --- | --- | |  | Bachelors | Bachelors of Science - Information Technology *2015*  **Sikkim Manipal University, Sharjah, UAE** |  |  |  | | --- | --- | |  | High School | Commerce *2012*  **Gulf Indian High School, Dubai, UAE** | |

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| **Personal Information** | |  |  | | --- | --- | |  | 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, Hindi  Valid UAE Driving License | |

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

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