



SHARFUDDEEN SHAHAJAN

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SKILLS

- Accounting software knowledge
- microsoft dynamic 365
- MS word proficiency
- MS Excel
- Invoicing and billing experience
- Office equipment operation
- Target-Oriented performance
- Competitive spirit

LANGUAGES

Arabic:



Elementary (A2)

English:



Advanced

Hindi:



Advanced

Tamil:



Advanced

Malayalam:



Advanced

SUMMARY

Experienced professional focused on retail sales with customer-centric approach. Drive sales growth through personalised service and in-depth product knowledge. Excel in creating engaging shopping experiences and building customer loyalty.

WORK HISTORY

August 2021 - December 2024

Service Advisor And Estimator And Administrative Assistant, Royal Enfield Sairam autograft private limited, Bangalore, INDIA

- Built rapport with customers, enhancing long-term relationships.
- Kept abreast of the latest automobile technologies, enhancing ability to guide clients on vehicle maintenance practices.
- Notified customers about service changes or vehicle pick-up schedules.
- Maintaining positive customer relationships to ensure repeat business.

March 2019 - March 2021

Sales And Customer Service Representative, GULF CO OPERATION SUPERMARKET, Al Ain, United Arab Emirates

- Streamlined inventory management process to reduce product wastage.
- Increased customer satisfaction by providing exceptional service and promptly addressing concerns.
- Resolved customer complaints, ensuring their satisfaction with products or services.
- Implemented effective sales techniques to maximise profits.
- Established strong relationships with customers, enhancing brand loyalty.

January 2017 - January 2019

Sales Assistant & Storekeeper, SKDRDP, MANGALORE, INDIA

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- Trained new staff members, fostering a supportive working environment.
- Maintained knowledge of current sales promotions helping customers make informed buying decisions.
- Built strong relationships with regular customers for repeat business.
- Addressed customer needs promptly, resulting in positive feedback and loyalty.

EDUCATION

January 2013 - January 2018

Bachelor Of Commerce, FINANCE
MANGALORE UNIVERSITY, KARNATAKA

February 2016 - August 2016

Diploma, COMPUTER APPLICATION
MANIPAL UNIVERSITY, KARNATAKA

March 2010 - June 2013

High School Diploma, Social Science
MANGALORE UNIVERSITY, Karnataka