

M. U. MOHAMED SAKOOR

SALES ASSOCIATE

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Profile Summary

As a highly motivated and results-driven Sales Associate with 15 years of experience in the retail industry, I am seeking a challenging position that allows me to utilize my exceptional customer service skills and proven track record of exceeding sales targets. With a keen eye for detail and a strong ability to build lasting relationships with customers, I am confident in my ability to drive revenue growth and deliver an exceptional shopping experience for all customers. My strong communication skills, positive attitude, and ability to work well in a team environment make me an ideal candidate for a Sales Associate role.

Work Experience

Sales Assistant

Jan 2021 - Present

Royal Pharmacy Lanka PVT Ltd, Matale, Sri Lanka

- Provide good customer service by dispensing prescriptions and counseling patients on medication usage i potential side effects.
- Process sales transactions accurately and efficiently, including handling cash, credit cards.
- Maintain an organised and clean work area to ensure a safe and hygienic environment for customers.
- Answer all incoming calls and respond to inquiries in a timely and professional manner.
- Collaborate with pharmacists to ensure efficient and accurate prescription dispensing.
- Conducted professional consultations with physicians to ensure patients received the best possible care.
- Maintained inventory levels and balanced stock to minimize shortages or excesses.

Manager

Jan 2015 - Oct 2020

Royal Pharmacy Lanka PVT Ltd, Katugastota, Sri Lanka

- Provided excellent customer service and counselling to patients, resulting in high customer satisfaction and repeat business.
- Managed a team of employees, delegating individual work based on requirements and overseeing their performance to ensure efficiency and quality.
- Took leadership in driving and motivating the sales team.
- Achieved overall sales targets and revenue generation through effective sales strategies and team leadership.
- Managed customer relationships through effective CM practices and provided timely problem-solving solutions to maintain high levels of customer satisfaction.
- prepared and maintained accurate sales reports, customer records and inventory levels
- Arranged meetings with staff and discussed sales strategies to achieve company goals.

Junior Sales Associate

Mar 2010 - Mar 2014

Centrepoint Shoemart (Landmark Group of Company), Saudi Arabia

- Achieved overall sales target by providing good customer service, promoting products and services, and building strong customer relationships.
- Assisted customers in selecting and purchasing products and services that best met their needs and requirements.
- Maintained up-to-date knowledge of company products, services, and promotions to effectively communicate with customers.
- Conducted product demonstrations and provided technical support to customers as needed.
- Attended professional development workshops & training sessions to enhance selling skills and keep abreast of current trends and best practices in fashion
- Remained aware and vigilant of security in the store, reporting any suspicious activity to management.
- Maintained visual merchandising and housekeeping standards to ensure a visually appealing and organized store environment.
- Kept sections neat and clean, ensuring all items were correctly priced and displayed to maximize sales.

Education

- GCE Advanced Level** **2004**
Kandy Zahira Boys College, Sri Lanka
- GCE Ordinary Level** **2001**
Kandy Zahira Boys College, Sri Lanka

Professional Qualifications

- Diploma in English** **2004 - 2005**
Institute of English, NCI Tutorial College, Kandy, Sri Lanka
- Introduction of Computer Science** **2002**
Australian High School, Kandy, Sri Lanka
- Course of Fundamental Pharmaceutics and Pharmacology** **2006 - 2008**
Trendrils Higher Educational Institute, Kandy, Sri Lanka

Languages

- **English** - Intermediate Level
- **Sinhala** - Intermediate Level
- **Tamil** - Native
- **Arabic** - Ordinary Level
- **Hindi** - Ordinary Level

Skills

- Excellent communication skills
- Active listening and interpersonal skills
- Customer service and relationship-building skills
- Strong sales and negotiation skills
- Ability to work well in a team and independently
- Time management and organizational skills
- Attention to detail and accuracy
- Adaptability and flexibility
- Problem-solving and critical thinking skills
- Proficiency in using sales and customer relationship management (CRM) software
- Knowledge of product and market trends
- Basic math and analytical skills
- Ability to multitask and prioritize tasks effectively
- Professionalism and positive attitude

Personal Details

- **Birthday:** 24.10.1984
- **Citizenship:** Sri Lankan
- **Passport No:** N10339177

REFERENCES

Mrs. A.S.F. Fasmina
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