

UMAR IQBAL

Sales Associate / Customer Service

Motivated enthusiastic and goal-achiever seeking a work environment where I can implement my academic qualifications, training and professional skills. Excellent, communication, presentation and negotiation skills Adaptable, flexible, motivated and great team player. Hard working and dedicated, sociable with a pleasing personality, can work under pressure sincere and outcomes oriented.



CONTACT DETAILS.....

Mobile
+971- 55 843 0177
Email
umar.iqbal7@icloud.com
Address
Dubai - UAE.

EDUCATION.....

2014 - 2017
High School / Intermediate

PERSONAL DETAILS.....

Date of Birth : 29/08/1998
Nationality : India
Marital Status : Single
Gender : Male

PASSPORT DETAILS.....

Passport No : S8593836
PP-Expiry : 04/12/2028
Visa Status : Visit Visa

LAUNGUAGES.....

English
Hindi

SKILLS.....

- ❖ Creative thinking skills
- ❖ Teamwork skills
- ❖ Organization skills
- ❖ Customer service skills
- ❖ Social skills

WORK EXPERIENCE.....

- Jan 2024 - March 2025
Al Boom Marine LLC / Sports Wear - Dubai
Sales Associate / Customer Service
 - ✓ Lead individual sales and achieve performance targets and KPIs.
 - ✓ Engage in up selling, cross selling and multiple selling for all product categories.
 - ✓ Grant an outstanding service to the Customer in compliance with the company guidelines.
 - ✓ Ensuring high levels of customer satisfaction through extra mile to achieve excellent sales service.
 - ✓ Always replenish and re-merchandise stocks on the shop floor on ongoing basis in order to ensure maximum range and size availability.
- Jan 2022 – Dec 2023
New Yorker / IBN Batutta / Apparel Group – Dubai
Sales Associate / Customer Service
 - ✓ Cashiering, Process POS (point of sale) purchases.
 - ✓ Manage customer service quality, to meet customer expectations by offering
 - ✓ Professionalism and human touch.
 - ✓ Handling returns, damage items and refunds.
 - ✓ Correctly operate the retail IT system for stock transfers,
 - ✓ Meet personal and team sales targets. payments, stock inquiries and customer database input.
- Jan 2020 – Sep 2021
Black Berry / Nexus Sea wood Mall – Mumbai, India
Sales Associate / Customer Service
 - ✓ Maintain and develop relationships with existing customers in person and via telephone calls and emails.
 - ✓ Grant the request of the customers on getting new collection, arrival and other design of the product requested by the customers.
 - ✓ Fill out order forms and reporting sales that will pass to the accounting or higher department.
- DECLARATION.....
I hereby declare that above given information is true and correct to the best of my knowledge and belief.