



# SAQIB ZAMAAN

Experienced Luxury Retail Professional with over years of experience in delivering exceptional service, driving sales growth, and building strong client relationships. Skilled in upselling, stock coordination, and maintaining high operational standards. Known for professionalism, strong product knowledge, and the ability to create a personalized and excellent shopping experience. Passionate about fashion, luxury craftsmanship, and brand storytelling

## Contact

### Phone

+973 35394409

### Email

sakibvamp@gmail.com

### Current Address

Manama, (BAHRAIN)

## Education

Masters In Business  
Administration ( Distance-Mode)

Bachelor In Business  
Administration and Management  
(University of Kashmir)

Diploma In Computer Application

## Expertise

- Professionalism & Confident
- POS & CRM Management
- Problem Solving skills
- Luxury Brands knowledge
- Written/verbal communication
- Relationship Building
- Microsoft Tools

## Language

- English
- Arabic (Beginner)
- Urdu
- Kashmiri

## Professional Experience

2023 - 2025

### RIVOLI GROUP | Luxury Retail - Bahrain Senior Sales Consultant

- Welcomed and Delivered premium service with a personalized assistance ensuring client satisfaction.
- Operated POS and supported store operations including cash handling, stock, transfers, pre-opening and closing checklists, DSR reports.
- Delivered high-performing sales through upselling, cross-selling, and promoting full product categories.
- Built and maintained strong client relationships, converting one-time shoppers into loyal brand clients.
- Maintained high standards of visual merchandising to showcase new collections and enhance customer experience.
- Follow-ups after sales.
- Managed customer transactions, returns, exchanges, and product inquiries.
- Feedback tracking and analyzing customer needs and demands.
- Analyzing market to identify trends in customer behavior, preferences and spending patterns to help improve store performance.
- Keep a tidy and orderly workspace.

2020 - 2023

### The B Premeire Hotel ★★★★★ | Qatar Front Desk Shift Leader

- Overseeing daily front desk operations.
- Welcome guests in a warm and friendly manner.
- Perform all other duties as requested.
- Assist and train new hires for front desk.
- Supervising every front desk tasks payment follow ups, checklists.
- Ensuring Guest Satisfaction and guest relations.
- Handling guest complaints.
- Assisting guest with their needs and requirements.
- Responds to guest inquiries and requests in a timely, friendly, and efficient manner.
- Upselling extra services to increase sales.
- Night auditing.
- Verifying guests payment methods during check-in.
- Arranging front office team schedule and week off days.
- Decision taking.
- Following the protocols given by the management.