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**PRODUCT KNOWLEDGE**

**ACTIVE LISTENING**

**TIME MANAGEMENT**

**PRO-ACTIVE**

**EFFECTIVE TEAMWORK**

**COMMUNICATION**

**MUTI TASKING**

**ORGANISING SKILLS**

**PROFESSIONAL SKILLS**

+973 39949277

Yasinadil678@gmail.com

Hidd, Bahrain

Bahraini

Married

Driven sales representative with 3 years of experience in the Industry. A high level of product knowledge and an ability to quickly learn details about new inventory and accessories. Extremely skilled in explaining product features and benefits to customers, negotiating packages and pricing and closing sales deals.

**Sales Representative & Customer Service** 2016 – 2017

**Shell Global, United States of America**

⦁ Maintaining a positive, empathetic and professional attitude toward customers at all times.

⦁ Responding promptly to customer inquiries.

⦁ Communicating with customers through various channels.

⦁ Acknowledging and resolving customer complaints.

⦁ Knowing our products inside and out so that you can answer questions.

⦁ Processing orders, forms, applications, and requests.

⦁ Keeping records of customer interactions, transactions, comments and complaints.

⦁ Communicating and coordinating with colleagues as necessary.

⦁ Providing feedback on the efficiency of the customer service process.

⦁ Managing a team of junior customer service representatives.

⦁ Ensure customer satisfaction and provide professional customer support.

**Sales Representative**  2017 - 2019

**Footlocker, Al Shaya W.L.L.**

⦁ Met sales goals by training, motivating, mentoring and providing feedback to sales staff.

⦁ Ensured high levels of customers satisfaction through excellent service.

⦁ Maintained outstanding store condition and visual merchandising standards.

⦁ Dealt with all issues that arise from staff or customers.

⦁ Handled responsibilities of receiving incoming inventory items and organizing them according to size and type.

⦁ Performed the tasks of assisting with setting up of sales floor display.

⦁ Assigned responsibilities of maintaining a clean working environment.

⦁ Handled the tasks of assisting customers by identifying and meeting their requirements.

⦁ Performed responsibilities of providing excellent customers service by

⦁ attending to their needs.

⦁ Assigned tasks of monitoring inventory and stock items in the store.

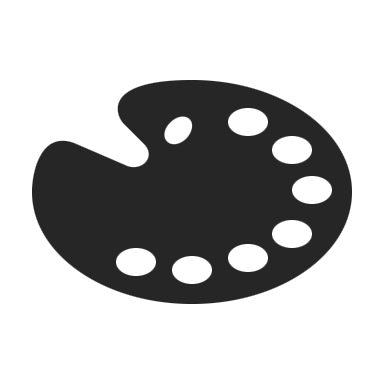
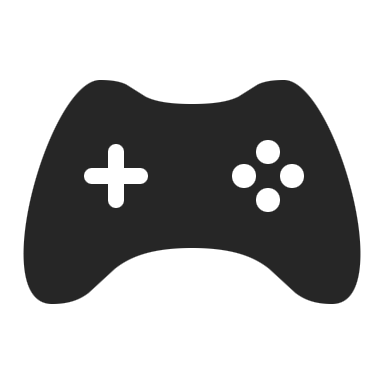
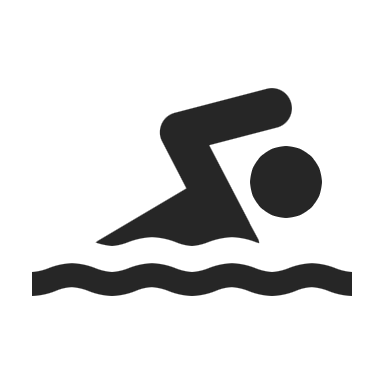
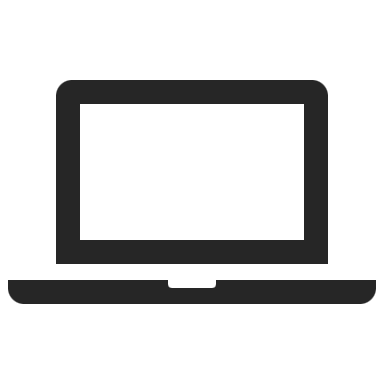
**EXPERIENCE**

**CONTACT**

**ABOUT**

**YASIN M. ADIL**

**SALES REPRESENTATIVE & SUPERVISOR**



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**ENGLISH**

**URDU**

**ARABIC**

**HINDI**

**LANGUAGES**

**Matriculation**

**Happy Palace Grammar School**

**Karachi, Pakistan**

**2009**

**ACHIEVEMENTS**

⦁ Managed a team to achieve monthly target.

⦁ Achieved Individual sales targets.

**REFERENCES**

**Reference available upon request.**

**Intermediate**

**Pakistan Urdu School and College**

**Isa Town, Bahrain**

**2011**

**ACCA Undergraduate**

**Al Nada Training Center**

**Adliya, Bahrain**

**2019 - Present**

**Art**

**Gaming**

**Swimming**

**Tech videos**

**HOBBIES**

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**MS OFFICE**

**POWERPOINT**

**OUTLOOK**

**COMPUTER SKILLS**

**EXPERTISE**

**MICROSOFT OFFICE**

**LEADERSHIP**

**TIME MANAGEMENT**

**TEAM MANAGEMENT**

**ORGANISATIOIN**

**COMMUNICATION**

**PROBLEM SOLVING**

**MUTI TASKING**

**Invigilator** 2 Months

**Royal College of Surgeons in Ireland, Bahrain**

⦁ ensuring all candidates have an equal opportunity to demonstrate their abilities

⦁ ensuring the security of the examination before, during and after the examination

⦁ preventing possible candidate malpractice

⦁ preventing possible administrative failures

⦁ liaising with the examination officer and senior invigilator

**EDUCATION**

**VOLUNTARY WORK**