

## Contact

### Phone

+971 54 560 40340

### Email

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### Address

Mirdif, United Arab Emirates

## Education

2000 – 2002

Bachelor's in Computer Applications  
*Barkatullah University, Bhopal*

2003 – 2004

Diploma in Computer Applications  
*Maulana Azad National Institute of Technology*

## Expertise

- Strong Communication Skills
- Product knowledge
- Active Listener
- Customer Relationship Management
- Sales Plan & Processing
- Retail Counter Sales
- Outdoor Sales
- Team Leadership
- Sales Process Development
- Client Prospecting
- Customer Service Training
- Business Process Improvement
- Stocking & Organizing Inventory

# Mohammad Faizan Khan

## Sales Manager

Accomplished Sales Manager offering 15 year of experience developing and maximizing Auto Parts Sales. Diligent in building and retaining accounts by providing support and attentive service. Expertise in marketing strategies, product promotion and merchandising to achieve market penetration. Successful record of expanding network connections through persuasive brand imaging. Goal-oriented manager with distinguished experience in Automotive industries and proven leadership abilities. Expert in increasing productivity and customer satisfaction while driving revenue and sales. Committed to streamlining procedures while optimizing employee talent.

## Experiences

### Sales Manager | 2019 – Present

ProMax Auto Parts Middle East, FZCO | Dubai

- Coordinate with sales team to develop and implement parts sales plan.
- Oversee parts marketing activities to achieve revenue goals.
- Manage daily activities of sales team to meet sales objectives.
- Perform inventory management to avoid surplus and obsolete stocks.
- Identify new business opportunities to improve sales.
- Ensure that customer orders are processed in a timely manner.
- Analyze expenses and revenues and make adjustments in sales plan to achieve profitability.
- Provide outstanding services and ensure customer satisfaction.
- Evaluate the performance of sales team and develop performance improvement plans.
- Maintain sales documentation for reference purposes.
- Work with sales team to develop promotional activities.
- Identify and contact new clients.
- Perform price and contract negotiations with clients as needed.
- Address customer concerns promptly according to company guidelines.
- Process customer payments in a timely manner.
- Stay current in market trends and techniques.
- Handled customer relations issues, enabling quick resolution and client satisfaction.
- Grow sales and boosted profits, applying proactive management strategies and enhancing sales training.
- Meet with clients, delivering presentations and educating on product and service features and offerings.

### Sales Manager | 2015 – 2019

Al Taraf Trading Co. LLC (ATTCO) | Dubai

- Overseeing and directing performance of the sales team.
- Build and maintaining client relations.
- Meet and exceed KPIs and sales targets.
- Possess deep knowledge of business product offering.
- Proactively pursue new business and sales opportunities.
- Handle and resolve customer complaints regarding a product or service.
- Be a brand ambassador and reflect company values at all times.

### Sales Supervisor | 2011 – 2015

Al Taraf Trading Co. LLC (ATTCO) | Dubai

- Building a sales funnel generating leads via cold calling, emailing, and other lead-generation activities.
- Handling incoming queries and building good client relationships.
- Ensuring all leads are well qualified by identifying the correct decision makers and understanding their requirements.
- Handing over qualified leads to the sales team with the objective of closing the sale.
- Maintaining and updating the lead generation database.
- Achieving weekly/monthly targets as set out by the company.

## Personal Info

Nationality: Indian

Gender: Male

Date of Birth: 11-01-1980

Visa status: Residence visa

Driving license: UAE Driving License

## Language

English

Urdu

Arabic

## Reference

Available upon request.

## Experiences

### Senior Sales Executive | 2008 – 2010

Al Taraf Trading Co. LLC (ATTCO) | Dubai

- Communicating with customers.
- Making outbound calls to potential customers.
- Developing new leads, Inside and outside country.
- Creating and maintaining customer database.
- Understanding customer needs.
- Explaining product features and benefits.
- Closing sales and achieving targets.

### Indoor Sales Executive | 2005 – 2008

Al Taraf Trading Co. LLC (ATTCO) | Dubai

- Greet customers.
- Help customers find parts in the store.
- Check for parts stock at other branches and order requested stock for customers.
- Provide customers with information about items.
- Cold calling, Emailing & follow-ups.
- Elevate complaints to management.
- Keep track of inventory.

## Declaration

I hereby certify that the above information is true and correct to the best of my ability and knowledge.

MOHAMMAD FAIZAN KHAN