

RIFATH HASHIM

SALES EXECUTIVE & ADMIN



WORK HISTORY

Jan 2019 - Aug 2021 Business Development Executive

Gateway Insurance Brokers - Dubai

- Advised and counseled customers through precise communication which insurance plans best suited their needs and budget.
- Developed client leads and implemented marketing strategies to retain new clients.
- Finalized sales and collected necessary deposits.
- Controlled customer complaints regarding sales and service.
- Assisted clients on purchasing different class of insurance policies through their cross sell to ensure their financial security in Case of long term care requirements or other relevant financial crises.
- Maintaining proper records of client's information as per their requirement and insurance expiry.
- Maintaining sales report & production report on timely basis for the sales meetings.
- Scheduled fact finding appointments with clients.
- Contacted underwriters with regards to clients account status.

 Dammam, KSA

 0558419127

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PROFILE

I am a highly motivated professional with 7 years of work experience with leading teams in India, and UAE.

I believe I have excellent oral and written communication, organizing and problem-solving skills along

With sales and face to face customer service experience in a multicultural environment.

PERSONAL DOSSIER

Nationality: Indian

Date of Birth: 28.11.1992

Visa Status: Transferrable Iqama

Language: English, Hindi, Malayalam
Arabic – Elementary

Oct 2013 – SALES ASSOCIATE AND ADMIN

Nov 2018 LANDMARK GROUP, DUBAI

- Welcome customers, maintain knowledge and help them with the selection of products.
- Answers customers questions concerning location price, and use of products.
- Promote sales by assisting customers and offering suggestions.
- Operating the till and handling financial transactions.
- Assisted co-workers with creating and implementing monthly action plans to increase sales and customer loyalty.
- Ensure promotions are accurate and merchandised to the company standards.
- Coordinate and communicated extensively and effectively with senior management.
- Handling customer's complaints or handing on to management.

CORE COMPETENCIES

- Customer Services
- Good work maintaining quality
- Self-driven professional attitude
- Ability to manage stressful situations
- Work as a dedicated team player
- Highly Patient
- Pleasing Personality
- MS office proficient
- Computerized Accounting (Tally 9.0)
- Documentation
- Stock Management
- Retail Assistance
- Complaint Handling
- Customer Engagement

Jan 2012 – ADMIN AND ACCOUNTANT
Jan 2013 Land Kerala Tourism and Travel Pvt. Ltd, Kerala, INDIA

- Preparing daily, weekly and monthly reports.
- Involved in accounting works by using computer software.
- Follow up the payments and ensure prompt settlement of payments.
- Give quotations and checking product availability.
- Track orders and giving refunds.
- Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution.
- Maintain daily cash records and proper managing of cash inflows and outflows.

EDUCATION

June 2010 – Bachelor of Commerce
May 2013 SIMS College - Malappuram, Kerala, INDIA

June 2008 – Higher Secondary – Commerce Group
May 2010 Board of Higher Secondary Education – Kerala, INDIA

REFERENCES

References available up on request.