

Umair Sheikh

Al Khobar, Saudi Arabia,

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I am a dedicated, hardworking, self-motivated, innovative & result-oriented person with a passion to learn and grow every day.

Career Objective

Senior Counter Sales Representative with 5 plus years of experience is seeking to work towards achieving great success in my career through hard work, consistency, and becoming knowledgeable of the information I need to know to be the ideal candidate for the position at hand.

Highlights

- CERES
- Scheduling
- Dealership experience
- Estimation and Invoicing
- Heavy Equipment Parts Sales
- Parts Analysis
- Inventory management – Oracle ERP
- Customer Service
- Warranty and Insurance reporting
- Documentation and records
- Policies and procedures
- Relationship Building

Experience

Inventory Controller & Senior Counter Sales Representative, Industrial Supplies Development Co (Hyundai Heavy Industries & Construction Equipment's) (Saudi Arabia)

Jan -2016 – to June 2020

Service-oriented, industrial Sales Associate boasting of over 05 years of experience in handling assigned counter activities in sync with the company's policies. Highly talented in engaging customers into conversation to determine their requirements and then fulfill them accordingly. Exceptional communication and customer service with the ability to solve complex problems in fast paced environment.

- Strong knowledge of Hyundai/ Wacker Nueson/ Tadano/ heavy equipment's spare parts
- Demonstrated ability to communicate effectively with customers in person and over the telephone and email using bilingual English/Arabic/ Hindi skills
- Highly skilled in promoting and supporting sales promotions, with special emphasis on delivery of quality customer service
- Well-versed in researching and resolving customers' complaints and issues, to ensure repeat business and highest customer satisfaction
- Deep insight into handling shelf management work to ensure constant availability of popular products and product lines
- Greet customers as they enter the branch and inquire into their buying needs
- Determine specific requirements from the customers by engaging with them and provide them with creative solutions as per their needs and required specifications
- Assist customers in choosing the correct parts according to their requirements
- Highlight product features and benefits, and ensure that customers are well informed about them

- Perform cashier duties to handle payment processing through cash and credit card
- Maintain counter area displays of merchandise in an orderly and attractive way
- Provide after sales services by following up with customers

**Senior Counter Sales Representative,
Advance Machinery Est. Construction Equipment's) (Saudi
Arabia),Jun -2020- Present**

Service-oriented, industrial Sales Associate boasting of over 10.5 Moths of experience in handling assigned counter activities in sync with the company's policies. Highly talented in engaging customers into conversation to determine their requirements and then fulfill them accordingly. Exceptional communication and customer service with the ability to solve complex problems in fast paced environment.

- Strong knowledge of Heli /Weicahi/Rotair/ heavy equipment's spare parts
- Demonstrated ability to communicate effectively with customers in person and over the telephone and email using bilingual English/Arabic/ Hindi skills
- Highly skilled in promoting and supporting sales promotions, with special emphasis on delivery of quality customer service
- Well-versed in researching and resolving customers' complaints and issues, to ensure repeat business and highest customer satisfaction
- Deep insight into handling shelf management work to ensure constant availability of popular products and product lines
- Greet customers as they enter the branch and inquire into their buying needs
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- Maintain counter area displays of merchandise in an orderly and attractive way
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Trainings

Achieved maintenance & basic training for following equipment's

Heli Wheel loader ZL50&ZL35& HL33

Heli Forklifts Diesel Fork lifters, battery lifters, reach trucks and LPG lifters

Cummins Engine QSB 4.5, QSB5.9-C, QSM 11-C

Mitsubishi Engine S6S-T

Kubota Engine V2203

Nifty Lift UK Height Rider HR17 4x4, HR 15 4x4

Weichai Ganoter

Dulevo Sweeper 850&6000

Elgine Sweeper crosswind & pelican.

Roatir Compressor

Other Courses

- Certificate Course in computer & auto Mechanical.

Education

- **F.Sc Computer Science Matriculation** (Karachi Intermediate Board , Karachi Board of Secondary Education)

	<u>Understanding</u>	<u>Written</u>	<u>Spoken</u>
English:	Excellent	Excellent	Fluent
Urdu/Hindi:	Excellent	Excellent	Excellent
Arabic:	Basic	Good	Good

Computer Literacy

- Well versed in Microsoft Office (Word, Excel, PowerPoint, Outlook Express) and using Internet Applications.
- Fluent in the use of Oracle ERP specifically the Inventory and Parts Ordering, Invoicing and Sales Quotations and Reporting modules.
- Professional level typing speed
- Possess great written and verbal communication skills.

Interests

- Developing business relationships
- Reading various articles on internet related to my expertise

Personal Information

- **Name:** Umair Sheikh
- **DOB :**12-Dec-1994
- **Nativity:** Pakistan