

RESUME



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BRIEFING ABOUT MY POSITIONS & ROLES

- **Store In-charge** overseeing daily operations, inventory & staff at the head office and branches,
- **Warehouse & Delivery In-charge** ensuring products are stored, tracked, and delivered on time,
- **Showroom In-charge/Coordinator** handling showroom operations, staff & customer engagement,
- **Customer Service Representative/ Receptionist/Shop Attendant** addressing inquiries, processing orders, greeting customers & managing calls.

PROFESSIONAL SYNOPSIS

- **Possess hands-on experience of 4 Years in the Construction Industry.**
- **Possess hands-on experience of 3 Years in the Hospitality Industry.**

Areas of Expertise

- **Experience** in serving customers, both in-person and over phone. An independent self-starter.
- **Superior communications skills** in dealing with customers, co-workers, and employees. Both verbal & written skills are strong.
- **Well-organized and highly efficient** working in a multi-tasking dynamic environment. Ability to plan, organize and supervise the work of others.

PREVIOUS ASSIGNMENTS

- 1) Company: **THE LAUNDRY HUB [SHARJAH]**
Designation: **Shop Attendant / Receptionist / Customer Service Representative**
Duration: July 2022 - Until Present

Job Accountabilities:

- Meeting & greeting clients and visitors.
- Receiving laundry from the clients, checking it and informing them respectively regarding any issues or items found in their laundry.
- Making follow up calls to clients to confirm delivery or pick up dates & timings.
- Handling customer enquiries via phone as well as in person to provide a high quality of service to each client.
- Effectively communicating with each client in a professional and friendly manner for the client to be satisfied.
- Speaking with customers using clear and professional language for them to understand the company and its services in the best way.
- Contacting customers to bring them back in business with the company.
- Resolving any issues with customers relating to their laundry given to us.
- Maximizing customer satisfaction by providing them with the best quality service.
- Communicating with the warehouse & the driver regarding the dispatch / arrival of the laundry at the shop.
- Reporting the management with daily reports of orders made & payments received.

2) Company: **NAZO BUILDING MATERIALS TRADING EST (UAE)**

Designation: **Showroom Coordinator / Showroom In-charge**

Duration: May 2021 – Feb 2022

Job Accountabilities:

- Checking / arranging of display items in the show cases & making them look clean (with the help of cleaners) to be presentable for the Sales team.
- Coordinating with the Warehouse team as and when material is required in the showroom for the fixing of showcases & display of new samples.
- Ordering items from the requests sent through emails by the Import & Export Department.
- Managing a team of 5 workers, which includes 3 fixers & 2 cleaners for the showroom to be updated with the latest stocks and look clean.
- Reporting the management via emails on daily basis for the fixing, display of the samples & the tasks done on daily basis.
- Returning the extra material to the Warehouse (with the help of labours) after fixing is done in the showroom & making sure the area is free enough for the new material to come.
- Arranging the newly received goods from the shipments in the designated places with the team of helpers & Forklift Operators.
- Preparing the goods as per the Delivery Orders & loading it with the team of helpers & Forklifts in the pickup to be delivered to the clients accordingly.

- 3) Company: **SUNNY BROTHERS INC (Liberia, West Africa)**
Designation: **Store Keeper/Warehouse In charge/Supervisor**
Duration: Dec 2017 – Feb 2021

Job Accountabilities:

- Answering the phone calls and assisting the clients with the information they would require.
- Managing sales related activity of the branch & head office as and when required.
- Handling good volume of customer enquiries by providing a high quality of service to each client.
- Effectively communicating with customers in a professional and friendly manner.
- Speaking with customers using clear and professional language.
- Contacting potential customers to bring them back to business with the company.
- Resolving any sales related issues with customers.
- Responding to sales queries via phone calls and emails.
- Assisting the manager in making follow up calls to confirm sales and delivery dates.
- Responsible for updating daily reports of the branch to the manager.
- Taking inventory[stock] of the new items received from the shipments and providing the details to the accounts department for the updating of stock.
- Delivery In charge, Preparing the goods as per the Delivery Orders and loading it with the team of helpers in the pickup to be delivered accordingly.
- Maximizing customer satisfaction by providing the best quality service.
- Making invoices for cash sales / credit sales.
- Taking the inventory of the branch every three months and passing the same to the accounts department for the updating of the stock.

PERSONAL DETAILS

Name : Aakash
Gender : Male
DOB : 21st Nov 1999
Nationality : Indian
Visa Status : Employment Visa
Languages Known : English, Hindi, Sindhi
Education Qualification : HSC Pass

The above furnished information can be supported with documents if required.

Aakash