



AJAY KUMAR MANDAL

CUSTOMER SERVICE REPRESENTATIVE/SALES ASSISTANT

EDUCATION

LITTLE ANGEL SCHOOL (SSC)
2006-2015

LINCOLNS HIGH SCHOOL (HSC)
2015-2017

WORK EXPERIENCE

Daiso Japan, Oasis Mall, Dubai, U.A.E- Sales Advisor
February 2022-July 2024

- Arrange merchandise on shelves according to popularity and other criteria.
- Approach customers and offer them advice on products to persuade them to buy.
- Provide information and other services such as handling returns of merchandise.
- Deal with complaints in a patient and helpful manner. Go to 'extra miles' to meet targets.
- Monitor shelves inventory and unload new products when needed. Operate cash registers and close daily revenues.

Flying machine, Cosmos Mall, Siliguri India- customer service

February 2020- November 2021

- Achieve personal sales target and KPIs, alongside supporting the store to achieve target.
- Answer the phone and help with all customer queries and complaints, ensuring all sales inquiries are logged within the system.
- Provide information and other services such as handling returns of merchandise.
- Deal with complaints in a patient and helpful manner. Go to 'extra miles' to meet targets.
- Complete regular stock checks, liaising with head office and suppliers regarding ordering stock and many more activities.

Prakriti Shopping Mart, Siliguri India-Cashier and Sales Assistant

March 2019- December 2019

- Greets customer upon entering the store. Assist customer in locating specific products.
- Directs customers to the manager for decision out their hands. Replenishes products inventory
- Assist cashiers
- Track and record of sales
- Seeks feedback to improve customer service

OBJECTIVE

To present consistent and polite customer service to clients with safety a top precedence; to perform as counselor. Looking for a post of sales assistant in well organization to develop profit level of company. Finding a job position where I can contribute my previous experience. I have good customer service skills. I am a detailed oriented employee.

CONTACT

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ADDRESS: ST Residence, 7A St - Al Nahda - Al nahda 2- Dubai- United Arab Emirates

SKILLS

Customer service

Communication skills

Basic computer knowledge

Negotiation skills

Time management

Relationship building

Valid UAE driving license holder

PERSONAL BACKGROUND

Nationality: Indian

Language: English, Hindi, Bengali, Nepali

Date of Birth: December 31, 1997

Marital status: Unmarried

VISA STATUS: VISIT VISA