



## ABHINAV YS

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Visit Visa ( Expiry : Feb-2024)

Passport # : T7877919

DOB : 20-03-2000

## PROFILE

Detail-oriented and customer-focused individual with a passion for retail. Seeking an entry-level position as a Hypermarket Assistant, where I can apply my strong organizational skills, dedication to customer satisfaction, and enthusiasm for maintaining a well-organized shopping environment to contribute to the efficient operation and success of the hypermarket.

## EDUCATION

Marketing and Financial Services  
Board of Vocational Higher  
Secondary  
March 2018 - Passed with 60%

SSLC - Secondary School  
G.V.H.S.S Madappally  
February 2016 - Passed with 70%

## LANGUAGES

- Malayalam – Native
- English – Fluent
- Hindi – Fluent
- Arabic – Intermediate

## WORK EXPERIENCE

### Hypermarket Assistant (Jun 2021 – Oct 2023)

Abraj Al Jiza Shopping Center L.L.C, Mabela - Oman

- **Receiving**, processing, and organizing shipments and deliveries accordingly.
- Restocking depleted or low shop items and ensuring that the sales floor is organized according to established guidelines.
- Assisting customers in locating desired shop items.
- Informing customers of shop promotions to encourage purchases.
- Performing regular price audits to identify and correct price discrepancies.
- Undertake any other reasonable tasks as requested by the manager
- Addressing and resolving customer's complaints in a professional manner.
- Processing customer payments using the shop's payment system.
- Maintaining an in-depth knowledge of store items to provide advice and recommendations as needed.
- Be aware of health and safety procedures and Adhere to company policies and procedures

### Shop Assistant (Sep 2019 - Mar 2021)

Shobika Shopping Complex , Vatakara - Kerala

- Keeping track of inventory levels to ensure that there is enough stock to meet demand
- Arranging promotions such as sales promotions, end of season sales, and new product launches
- Providing excellent customer service to customers by greeting them warmly and answering their questions about products
- Providing personal attention to customers' needs by assisting them in selecting items that best suit their needs
- Taking orders from customers and processing payments for goods or services
- Restocking items in locations with items that have been sold
- Updating price tags on items as dictated by store policy
- Operating cash registers to process customer transactions
- Helping customers find items that they cannot locate on their own.

## SKILLS

Customer Service – Able to interact with customers in a friendly and helpful manner.

Product Knowledge - Strong understanding of the products

Time management - Identify and prioritize tasks based on urgency and importance.

Clear communication - Able to explain the features of products and answer any questions from customers.

Quick decision making - Making on-the-spot recommendations based on customer needs and preferences.