



# AJIMSHA ALI A

## POST APPLIED FOR: WAREHOUSE ASSISTANT

### OBJECTIVE

Seeking an increasingly responsible for suitable position in an organization where I can obtain career development and efficiency and work in a challenging environment where my qualifications experience and dedication can be utilized for the prospects of the organization.

### JOB EXPERIENCE

- **Warehouse Assistant at DP World** *Present*  
*Samsung Warehouse Jebel Ali Freezone, Dubai - UAE*

#### Duties & Responsibility (Customer Service)

- Excellent time management.
- Has good interpersonal skills.
- Picking, Packing, Put away and Receiving
- Arrange the stock at bin, SKU, and session-wise.
- Dispatch the stock as per the demand of the store.
- Complete all paperwork for incoming and outgoing materials.
- Co-ordinate delivery and picking up materials.
- Making sure orders are picked on time within the shortest possible timeline.
- Receiving, checking, recording, organizing and storing stock as it is received.
- Taking inventories of stock and products, ensuring that they are safely and properly stored.
- Dispatching and loading goods out of warehouse for delivery.

- **Customer Service** *3 Years*  
*Sultana Hypermarket, Najran - Saudi Arabia*

#### Duties & Responsibility (Customer Service)

- Addressing customer inquiries and requests promptly and professionally through various communication channels such as phone, email, chat, or in-person interactions.
- Offering accurate and detailed information about products or services to assist customers in making informed decisions.
- Handling customer complaints, concerns, and issues effectively and efficiently to ensure customer satisfaction and retention.
- Identifying opportunities to promote additional products or services to customers to enhance their experience and increase sales.

### CONTACT

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Jebel Ali free zone , Dubai,  
UAE

### ACADEMIC QUALIFICATION

- High School (10<sup>th</sup>)- 2012
- Higher Secondary (12<sup>th</sup>)-2014

### LANGUAGES KNOWN

- Arabic
- English
- Hindi
- Malayalam

Passport No. : N8202640  
Place of Issue : Trivandrum  
Date of Issue : 12/04/2016  
Date of expiry : 11/04/2026

### PERSONAL INFORMATION

Gender : Male  
Date of Birth : 13/12/1997  
Nationality : Indian  
Marital Status : Single

➤ **Customer Service Cum Sales Man**  
*Fiza Men's Wear, Attingal - Kerala*

**4 Years**

**Duties & Responsibility (Customer Service)**

- Addressing customer inquiries via various communication channels promptly and courteously.
- Handling customer complaints, concerns, and issues efficiently to ensure customer satisfaction.
- Offering detailed information about products or services to assist customers in making informed decisions.
- Addressing customer complaints diplomatically, finding appropriate solutions, and ensuring follow-up to resolve issues.

**Duties & Responsibility (Sales Man)**

- Addressing customer complaints diplomatically, finding appropriate solutions, and ensuring follow-up to resolve issues.
- Keeping updated on product knowledge, sales techniques, and industry best practices through training, workshops, and self-study to enhance sales effectiveness and performance.
- Building rapport with customers by understanding their needs, preferences, and pain points, and providing personalized solutions.

**COMPUTER KNOWLEDGE**

- Video and Photo Editing

**STRENGTH**

- Sincere and responsible attitude
- Problem-solving skills

**HOBBIES**

Sports, Driving

**DECLARATION**

I do hereby declare that the above-mentioned information is true to the best of my knowledge and belief

**AJIMSHA ALI A**