



# ARSHAD M N

A highly energetic and ambitious individual with a mature and responsible approach to any given task. Skilled in maintaining accurate inventory records, implementing effective stock control measures, and ensuring a seamless supply chain process. Committed to providing excellent customer service and fostering positive relationships with team members and suppliers.

## CONTACT DETAILS

Contact: +971529318273  
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Address: AL Quisis, Dubai, UAE  
Date of Birth: 07-04-1999

## EDUCATION

### Bachelor of Business Administration

(MG University 2017 - 2019)

### Diploma In Logistics

(Documentation and Presentation 2020)

### Higher Secondary

(Kerala Board 2015 - 2016)

### SSLC

(Kerala Board 2014)

## CORE SKILLS

- Effective communication
- Excellent customer service
- Attention to detail
- Highly organized
- Analytical thinking
- Flexible and Adaptable
- Team building and collaboration

## LANGUAGES

Malayalam - Native language  
English - Fluent in communication  
Hindi - Fluent in communication  
Arabic - Fluent in communication  
Tamil - Fluent in communication

## WORK EXPERIENCE

### Sales Executive - (Electronics & Home Appliance)

#### NESTO Hyper Market | 2021 - 2023

- Achieving set targets or sales.  
This role involves identifying new business opportunities, building strong customer relationships,
- staying informed about industry trends, competitor activities, and market conditions to identify new sales opportunities and stay
- Establishing new business links; Participate in conferences, exhibitions, and industry meet-ups for business development; Sales reporting and reviewing .
- Attending trade events and exhibitions, industry conferences, and promotional events; Promoting the company's products.
- Prepare tailored presentations and sales proposals for client meetings · Travel to client locations to make formal sales presentations and product demos · Handle ...

### Front Office (Customer Service Executive) | 1 years

#### Nesto Hypermarket - AL Butina, AL Sharjah

- Provided exceptional customer service by addressing inquiries, resolving concerns, and ensuring a positive shopping experience.
- Effectively communicated with customers in person, over the phone, and through written channels.
- Actively listened to customer feedback, identified areas for improvement, and reported suggestions to management.
- Stayed informed about product details, promotions, and policies to provide accurate and up-to-date information to customers.
- Handled customer inquiries and requests for information about products, prices, and promotions, demonstrating product knowledge and promoting sales when appropriate.
- Proper Coordination and communication with other departments to resolve customer issues.

## IT SKILLS

- MS Office - Excel, Word, Powerpoint
- Basic Operations

## Floor Admin & Assistant

### Abad Sea Food Exporting Company | 2021 - 2022

- **Customer Service:** Greet and assist customers, providing information about products and services to enhance their shopping experience.
- **Product Knowledge:** Maintain a thorough understanding of the merchandise to answer customer inquiries and make recommendations.
- **Sales Support:** Aid in processing sales transactions, returns, and exchanges efficiently and accurately.
- **Store Maintenance:** Keep the sales floor clean and organized, including tidying up product displays and ensuring safety standards are met.
- **Customer Feedback:** Gather and report customer feedback to management to improve service and product offerings.

*I hereby declare that the information provided above is true to the best of my knowledge and belief. I understand that any false information may lead to disqualification from the recruitment process or termination of employment if discovered after hiring.*

— **ARSHAD M N**