

AVURANGAZEEP.K

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OBJECTIVE

More than 8 years of experience as a retail Sales is seeking to obtain a career in customer service relations and utilize my professional experience and skills to become a great asset to a fast pace, growing company or corporation.

CORE QUALIFICATIONS

- Merchandising
- Budgeting
- Training and Development
- Cost control
- Advertising and Marketing
- Recruiting and Hiring
- Customer service
- Sales forecasting
- Inventory management
- Scheduling

WORK EXPERIENCE

➤ ***SALES PROMOTOR at NESTO HYPERMARKET SHARJAH
(FEB-2023 TO MAR - 2025)***

RETAIL SENIOR SALES SUPERVISOR

B MATHAVON STORES SDN BHD MALAYSIA (APRIL 2014 – JUNE 2022)

- Directed and supervised reporting staff members to engage in sales, inventory management, cash receipt reconciliation and customer service requirements.
- Ensured all company products and services were reflective of customer needs and expectations through consistent monitoring and benchmarking of sales activities.
- Consistently exceeded targeted sales goals and quotas through upselling and strategic customer cultivation.
- Processed all cash, credit and check transactions and manage any customer inquiries or complaints.
- Stayed current on all sales, security and promotions and company policies for payment and exchanges.
- Delegated assignments to staff members for continual upgrades and improvements to workflow and operational functions.
- Performed comprehensive merchandise overviews and checkpoints to ensure quality, advertised functionality and pricing.

SALES SUPERVISOR

NEW DELUXE ELECTRONICS (SEP2011 – MARCH2014)

- Oversaw the development and strategically- timed release of the web and mobile based database driven application.
- Directed the planning, conceptualization, design, production, and management of online applications.
- Maintained network documentation, change management and network disaster recovery.
- Managed and maintained accurate logs of purchases, sales and requisitions.
- Train and assign tasks to new employees to meet business development needs.
- Trained and guided all new hires. Overseen all daily sales and activity of the everyday customer.
- Responsible for counting and reordering if inventory.

ACADEMIC DETAILS

CLASS /COURSE	INSTITUTION NAME	BOARD STUDY	YEAR OF PASSING	%SECURED
DEEE	Alagappa Polytechnic College Karaikudi.	DOTe	2009	72.75%
HSC	Govt Boys Higher Secondary School. Aranthangi.	State Board	2006	63.16%
SSLC	Govt Boys Higher Secondary School. Aranthangi	State Board	2004	90.6%

SKILLS

- | | |
|-------------------------|----------------------------------|
| ❖ MS office | Sales Techniques |
| ❖ POS System operations | Supervision and training |
| ❖ Sales Strategies | Schedule management |
| ❖ Issue resolutions | Performance improvements |
| ❖ Customer relations | Customer retention |
| ❖ Workforce Management | Employee development |
| ❖ Records maintenance | Cross-functional team management |
| ❖ Stock Management | Profit and loss accountability |

PASSPORT DETAILS

- ❖ Passport No : R3501389
- ❖ Date of Issue : 26.07.2017
- ❖ Date of Expiry : 25.07.2027
- ❖ Place of Issue : Tiruchirappalli

HIGHLIGHTS

- ❖ POS System & Barcode
- ❖ Customer-and service oriented
- ❖ Store operations
- ❖ Retail inventory management
- ❖ Accurate Cash handling
- ❖ Strong interpersonal skills
- ❖ Energetic
- ❖ Loss prevention comprehension

RESPONSIBILITIES

- ❖ Good problem solving skills and a self-starter
- ❖ Good Communication Skills both verbal and Written
- ❖ Hard Working and able to work with minimum Supervision
- ❖ Good team player with leadership quality
- ❖ Grasp the new things quickly and can generate innovative ideas

PERSONAL DETAILS

- SEX** : Male
- DATE OF BIRTH** : 10/04/1988
- LANGUAGES KNOWN** : Tamil, English, Malayalam and Hindi
- RELIGION** : Muslim

DECLARATION

I hereby declare that the above-mentioned details are true to the best of my knowledge and belief.

[AVURANGAZEEP.K]