



MAHAMAD NASRUDDIN



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Duabai, Uae



1993-09-01



Nepali

EDUCATION

Certificate of Higher Education,
Commerce
S.N Higher secondary school ,
Biratnagar,Nepal, Nepal
February 2013

LANGUAGES

| | |
|--------------------|----|
| English | B2 |
| Upper intermediate | |
| Nepali | C1 |
| Advanced | |
| Hindi | B2 |
| Upper intermediate | |
| Arabic | A2 |
| Elementary | |

PROFESSIONAL SUMMARY

Driven professional with background in sales, customer service and operations management across diverse industries. Highly skilled at fostering relationships with customers to increase loyalty and retention while improving satisfaction levels. Seeking to leverage strong target achievement to progress within growing company. Reliable sales associate with strengths in inventory management, training and customer service. Friendly, knowledgeable and hard-working team player. Proven success in satisfying sales objectives and securing repeat patronage. Diligent shop team member skilled with money handling and customer questions. Works with team members to keep customers happy and lines under control. Focused on helping others with quality service for diverse needs. Effectively promotes products and increases revenue by connecting with customers and recommending target offerings. Organised, adaptable and knowledgeable about preparing displays, merchandising shelves and assisting customers. Drives loyalty with friendly and skilled support. Dynamic seller focused on delivering highest standards customer service. Thinks critically with can-do attitude for successful retail operations. Focused Sales Associate driven to develop and implement fresh sales and marketing strategies with financial and operational discipline. Builds strategic partnerships and manages existing relationships effectively. Proven leader with ability to meet and exceed sales objectives.

SKILLS

- Customer Service
- Sales techniques
- Merchandising
- Product knowledge
- Stock counting
- Cash management
- Refund and exchange processing
- POS Systems
- Promotions
- Outstanding customer service
- Face-to-face selling
- Money handling
- Computer literate
- Accurate money handling
- Product promotions
- Online sales

WORK HISTORY

November 2021 - March 2023

Land mark groul - Retail sales associate, Kuwait city, Kuwait

- Welcomed customers and provided responsive assistance to improve store experiences.
- Resolved customer complaints and process issues with proactive problem-solving skills.
- Operated cash registers with accuracy and processed cash and card transactions.

January 2018 - September 2021

McDonald's - Cashier, Kuwait city, Kuwait

- Handled cash and card payments with precision, maintaining customer confidentiality and discretion throughout.
- Completed opening and closing procedures each day.
- Greeted customers entering store and responded promptly to customer needs.

ADDITIONAL INFORMATION

I have 3 years experience as a cashier

ACCOMPLISHMENTS

- Documented and resolved [Issue], contributing to [Result].
- Collaborated with team of [Number] in development of [Project name].