

## CURRICULUM VITAE

Name : Mohammed Aslam  
Nationality : Indian  
Gender : Male  
Educational Qualification: Bachelor of Computer Application.  
Language : English, Tamil, Hindi, Malayalam.  
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### ACADEMIC QUALIFICATION:

Degree	Institution	University	Passed	Percentage
BCA	M.I.E.T Trichy	Bharathidasan	2014	Discontinue
12th	Findlay Hr. Sec School	State Board	2013	65%
10 <sup>th</sup>	Findlay Hr. Sec School	State Board	2011	70%

### TECHNICAL SKILLS:

- Desktop Application: Ms Office 97\2000\Xp\2003\2007.
- Familiar with Retail Software.
- Familiar with Internet and web technology.
- Familiar with Customer Support.

### QUALITIES:

- Hard working with positive attitude.
- Logical reasoning.
- Analyzing and Quick learning.
- Flexible to any kind of environment.
- Good Communication Skills & presentation skills.

## **EXPERIENCES**

**:**      **Total 9 Years of experience**

**050 Telecom LLC:** Since Feb 2023, I have been associated with 050 Telecom, Dubai.

### **Sales Executive: (February 2023 - Present)**

- Conduct market research to identify selling possibilities and evaluate customer needs
- Actively seek out new sales opportunities through cold calling, networking and social media
- Set up meetings with potential clients and listen to their wishes and concerns
- Prepare and deliver appropriate presentations on products and services
- Create frequent reviews and reports with sales and financial data
- Ensure the availability of stock for sales and demonstrations
- Participate on behalf of the company in exhibitions or conferences
- Negotiate/close deals and handle complaints or objections
- Collaborate with team members to achieve better results
- Gather feedback from customers or prospects and share with internal teams

**Tamil Mini Mart LLC:** Since Nov 2020, I have been associated with Tamil Mini Mart Store, Dubai.

### **Store In charge: (November 2020 - January 2023)**

- Improve profit and attain sales target of the supermarket
- Organize shift based on the holidays
- Assign and schedule tasks for specific employees and also follow up on the results they generate
- Initiate corrective actions, analyse variance, schedule expenditure, and prepare annual budget aside achieving other financial objectives of the organization
- Appraise, monitor, and plan tasks to be given to individual staff members
- Deal with all complaints, queries, and other related customer service issues
- Develop business strategies to raise our customers' pool, expand store traffic and optimize profitability
- Meet sales goals by training, motivating, mentoring and providing feedback to sales staff
- Ensure high levels of customers satisfaction through excellent service
- Complete store administration and ensure compliance with policies and procedures
- Maintain outstanding store condition and visual merchandising standards
- Report on buying trends, customer needs, profits etc
- Propose innovative ideas to increase market share
- Conduct personnel performance appraisals to assess training needs and build career paths
- Deal with all issues that arise from staff or customers (complaints, grievances etc.)
- Be a shining example of well behaviour and high performance
- Additional store manager duties as needed

**Dhanyam Organic Super Store:** Since Jan 2019, I have been associated with Dhanyam Organic Super Store, Chennai.

**Store Manager:** (January 2019 - October 2020)

- Developing store strategies to raise customers' pool, expand store traffic and optimize profitability
- Overall care of staff and their wellbeing.
- Presentation of store and advertising displays.
- Recruiting, performance management, and workplace scheduling.
- Product management, including ordering, receiving, price changes, handling damaged products, and returns.
- Team Development, facilitating staff learning training, and development
- Problem solving, handling unusual circumstances
- To understand the customer service principles
- To handle problems and questions to customers
- Basic Computer applications in stores management and materials control.
- Ensuring high levels of customer's satisfaction through excellent service.
- Maintain outstanding store condition and visual merchandising standards
- Report on buying trends, customer needs, profits etc.

**DCFB Retail Private Ltd:** Since April 2018, I have been associated with DCFB Retail Private Ltd, Chennai.

**Assistant Store Manager:** (April 2018 - January 2019)

- Assist the Retail Store Manager in planning and implementing strategies to attract customers
- Coordinate daily customer service operations (e.g. sales processes, orders and payments)
- Track the progress of weekly, monthly, quarterly and annual objectives
- Monitor and maintain store inventory
- Evaluate employee performance and identify hiring and training needs
- Supervise and motivate staff to perform their best
- Coach and support new and existing Sales Associates
- Monitor retail operating costs, budgets and resources
- Handle complaints from customers
- Research emerging products and use information to update the store's merchandise
- Create reports, analyse and interpret retail data, like revenues, expenses and competition
- Conduct regular audits to ensure the store is functional and presentable
- Make sure all employees adhere to company's policies and guidelines
- Analyse consumer behaviour and adjust product positioning

**Big Bazaar (Future retail Ltd):** Since June 2017, I have been associated with Big Bazaar Future Retail Ltd, Chennai.

**Team Leader:** (June 2017 - March 2018)

- Create an inspiring team environment with an open communication culture.
- Set clear team goals.
- Delegate tasks and set deadlines.
- Oversee day-to-day operation.
- Monitor team performance and report on metrics.
- Motivate team members.
- Discover training needs and provide coaching.
- Listen to team members' feedback and resolve any issues or conflicts.
- Recognize high performance and reward accomplishments.
- Encourage creativity and risk-taking.
- Suggest and organize team-building activities.

**Reliance Mart:** Since February 2014, I have been associated with Reliance Mart Ltd, Chennai.

**Cashier:** (February 2014 - April 2017)

- Managing transactions with customers using cash registers
- Scanning goods and ensuring pricing is accurate.
- Collecting payments whether in cash or credit
- Issue receipts, refunds, change or tickets.
- Redeem stamps and coupons.
- Cross-sell products and introduce new ones.
- Resolve customer complaints, guide them, and provide relevant information.
- Maintain clean and tidy checkout areas.
- Greet customers when entering or leaving the store.
- Track transactions on balance sheets and report any discrepancies.
- Bag, box or gift-wrap packages.
- Handle merchandise returns and exchanges.

**DECLARATION:**

I hereby declare that all the information furnished above is true to the best of my knowledge and belief.

(Mohammed Aslam)

**Availability:** Immediate