FIROZ ALI MUSTAFA HUSSAIN

STOCKROOM ASSISTANT

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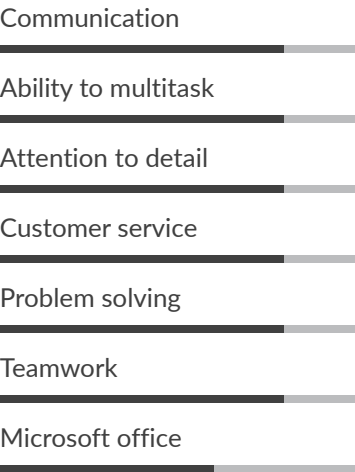
📍 Sharjah, UAE, Dubai

ABOUT ME

A highly motivated and reliable professional with eight-plus years of experience in retail, logistics, and customer service, offering proven skills in teamwork, communication, and problem-solving. I thrive in fast-paced environments, consistently delivering high-quality service. My fluency in multiple languages and adaptability ensure seamless integration into diverse teams and organizations.

EDUCATION

BACHELOR OF BUSINESS ADMINISTRATOR (BBA)
Mewar University, Gangar, Chittorgarh, India, Chittorgarh | 2016

HIGHER SECONDARY SCHOOL
Anjuman E Islam High School, Mumbai, Mumbai | 2013

SKILLS

Communication

Ability to multitask

Attention to detail

Customer service

Problem solving

Teamwork

Microsoft office

LANGUAGES

ENGLISH

HINDI

TAMIL

ARABIC

MALAYALAM

HOBBIES

Playing cricket,watching movies,listening music

PERSONAL DETAILS

Date of birth
09 Mar 1995

Nationality
Indian

Visa status
Visit Visa

Marital status
Married

WORK EXPERIENCE

STOCKROOM ASSISTANT | *Harvey Nichols* | Nov 2022 - Sep 2024
- In-depth knowledge of Warehouse and Logistics Process
- Superb organizational skills and attention to detail
- Ability to work alone and within a team when required
- Ability to lift 75 pounds and able to stand a full shift
- Managed to receive, check and store deliveries.
- Processed all related paper work, maintaining a smooth running stockroom.
- Managed to keep an eye on the new products arriving in store.
- Reported regularly to the Stockroom Manager and assisted him in administrative executions.
- Managed to compute and file all related documents and records.

SALES ASSOCIATE | *Alshaya Groups of Company - FOOTLOCKER & BOOTS* | Jan 2020 - Nov 2022
- Answering customer inquiries regarding products, store policies, and services, providing knowledgeable and helpful responses to enhance satisfaction.
- Maintaining a clean, organized, and visually appealing sales floor, including restocking shelves, arranging displays, and ensuring product areas meet merchandising standards.
- Operating the point-of-sale (POS) system, processing payments, handling returns, and managing customer transactions efficiently and accurately.
- Reporting to the Store Manager or Assistant Manager, ensuring that daily tasks align with store goals and standards.

SALES COUNTER EXECUTIVE | *MAX (INORBITMall) - New Mumbai* | *Mumbai* | Jan 2015 - Oct 2016
- Attend customers for all business transactions.
- Identify price of items and tabulate using optical price scanners.
- Collect payments by accepting and validating cash or card.
- Maintain safe and clean working environment.
- Provide End of day report and cash reconciliation.
- Provide excellent customer service.

SALES COUNTER EXECUTIVE | *JACK and JONES - New Mumbai* | *Mumbai* | Jan 2014 - Dec 2014
- Attend customers for all business transactions.
- Identify price of items and tabulate using optical price scanners.
- Collect payments by accepting and validating cash or card.
- Maintain safe and clean working environment.
- Provide End of day report and cash reconciliation.
- Provide excellent customer service.

WAITER & RECEPTIONIST | *New Ewans Restuarant - DUBAI UAE* | *Dubai* | Jul 2017 - Sep 2019
- Greet and escort customers to their tables.
- Present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies)
- Prepare tables by setting up linens, silverware, glasses and maintain a tidy dining area
- Inform customers about the day's specials and offer menu recommendation upon request
- Take accurate food and drinks orders, using a POS ordering software, order slips or by memorization.
- Check customers' IDs to ensure they meet minimum age requirements for consumption of alcoholic beverages
- Communicate order details to the Kitchen Staff.
- Serve food and drink orders
- Check dishes and kitchenware for cleanliness and presentation and report any problems
- Meet with restaurant staff to review daily specials, changes on the menu and service specifications for reservations (e.g. parties)