

CURRICULUM VITAE



MOHD JAMAL KHAN

Location: Ras Al Khaimah, UAE

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Personal Data

Date of Birth : 19 Aug 1993.
Sex : Male.
Nationality : Indian.
Marital Status : Married
Visa : Employment

Professional Summary

Retail professional with over 5 years of experience as a Sales Associate, Cashier, and Duty In-Charge. Skilled in customer service, cash handling, team coordination, and inventory management. Proficient in MS Office, with strong communication skills in English, Hindi, Marathi, and Urdu. Demonstrated ability to manage high-volume transactions and ensure smooth operations during night shifts.

Skills

- ❖ Cash handling and POS management
- ❖ Customer service and complaint resolution
- ❖ Team supervision and coordination
- ❖ Inventory and stock management
- ❖ Proficient in MS Office (Word, Excel)
- ❖ Bilingual: English, Hindi, Marathi, Urdu

Professional Experience

Sales Associate & Cashier / Duty In-Charge Majid Al Futtaim / Carrefour December 2017 – Present

- Knows store layout and is aware of products in other departments.
- Ensure adequate supply and selections of products keeping out of stocks to a minimum.
- Maintain awareness of all promotions and advertisements.
- Replenishment the items in the selling area.
- Help in stock Inventory.
- Maintain records pertaining to shrink (E.g. markdowns, spoils, spills, etc).

FOR DUTY INCHARGE

- At Night Shift I look and control all over the sections and handles customer queries.
- Maintain all the rules & regulations and equipment's by the staff.
- Ensure high levels of customer's satisfaction through excellent service.
- Reports on buying trends, customer needs profits etc.
- Deal with all issues that arise from staff or customers (complaints or queries)

FOR CASHIER

- Manage transactions with customers using cash registers
- Scan goods and ensure pricing is accurate
- Collect payments whether in cash or credit
- Issue receipts, refunds, change or tickets
- Redeem stamps and coupons
- Resolve customer complaints, guide them and provide relevant information
- Greet customers when entering or leaving the store
- Maintain clean and tidy checkout areas
- Track transactions on balance sheets and report any discrepancies
- Handle merchandise returns and exchanges

Retail Sales Executive

Jack and Jones, India

2015 – 2016

- Organizing sales visits
- Demonstrating and presenting products
- Establishing new business
- Maintaining accurate records
- Attending trade exhibitions, conferences and meetings
- Reviewing sales performance
- Aiming to achieve monthly or annual targets

Counter Sales Executive

BIBA Showroom, India

2014 – 2015

- Find out the customer's needs
- Describe a product's features and benefits.
- Demonstrate use and operation of the product
- Answer customer queries regarding the store and the merchandise
- Make suggestions and encourage purchase of products
- Provide information about warranties, manufacturing specifications, care and maintenance of merchandise and delivery options
- Process customer towards cash counter,
- Bag or package purchases
- Maintain sales records
- Arrange and display merchandise
- Requisition new stock

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

Yours Faithfully,

MOHD JAMAL KHAN