



JAMIL AKHTAR, MBA

Retail Sales Associate

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[LinkedIn](#)

Dynamic Retail Sales Associate with 6+ years of experience in delivering exceptional customer service and driving sales in fast-paced retail environments. Proven track record in achieving sales targets, implementing visual merchandising standards, and leveraging in-depth product knowledge to enhance customer experience. Adept at handling POS systems, maintaining inventory control, and ensuring adherence to standard operating procedures (SOPs) and loss prevention policies. Enthusiastic about creating engaging shopping experiences while fostering long-term customer relationships.

Visa Status: 60 Days Tourist Visa

SKILLS

Industry Skills:

- Customer Relationship Management
- Sales Target Achievement
- Merchandising and Visual Display Management
- Marketing Campaign Implementation
- Retail Business Development
- Customer Service Excellence
- Retail Sales & Target Achievement
- Inventory Management & Stock Control
- SOP Adherence & Loss Prevention
- Brand Knowledge & Suggestive Selling
- Cash Handling & POS Operations



EXPERIENCE

- **Planet PCI Infotech Limited** *Pune, India*
Retail Sales Associate *05/2023 – 04/2024*
Brand: Blackberrys
 - Delivered exceptional customer service by assisting customers in selecting the right products based on their preferences and needs.
 - Converted window shoppers into buyers by implementing effective sales strategies and promoting loyalty programs.
 - Ensured adherence to visual merchandising guidelines, maintaining an organized and attractive store layout.
 - Processed POS transactions, handled cash/credit payments, and issued receipts/refunds with high accuracy.
 - Conducted inventory checks to maintain stock accuracy and minimize losses.
 - Collaborated with team members to achieve and exceed monthly sales targets.
 - Promoted company offers and events to boost sales while ensuring customer retention.
- **Aditya Birla Fashion Retail Limited** *Pune, India*
Customer Care Associate *09/2020 – 04/2023*
Brands: Louis Philippe & Van Heusen
 - Delivered exceptional customer service by understanding client requirements and providing tailored solutions.
 - Provided personalized assistance to customers, offering suggestive selling to enhance shopping experiences.
 - Maintained up-to-date product knowledge to answer customer inquiries and resolve complaints promptly.
 - Assisted in managing store merchandise, ensuring compliance with visual merchandising standards.
 - Processed payments using POS systems, tallying cash at the start and end of shifts.
 - Coordinated with the sales team to provide exceptional service during peak hours and special promotions.
 - Maintained confidentiality of sales figures and ensured strict adherence to loss prevention policies.
- **Future Group Lifestyle Limited** *Pune, India*
Customer Care Associate *01/2018 – 08/2020*
Brand: Gionee
 - Welcomed and interacted with customers to provide personalized assistance in product selection.
 - Supported the sales team by providing product knowledge and helping customers with after-sales services.
 - Promoted loyalty programs and special offers to drive repeat sales.
 - Handled billing efficiently using POS systems and maintained accurate sales records.
 - Conducted inventory inward/outward documentation and ensured stock availability.
 - Assisted in implementing VM guidelines, maintaining an attractive store layout.

Technical Skills:

- Advanced Microsoft Excel
- Data Analysis, Market Research
- Retail Management Software
- MS Office
- Cash Handling and Auditing
- Digital Marketing Tools
- Point of Sale (POS) Systems Management
- Billing & Refund Processing
- MS Access for Stock Record Maintenance

Professional Skills:

- Strong Client Communication
- Team Collaboration and Leadership
- Problem-Solving & Conflict Resolution
- Adaptability and Quick Learning

- Resolved customer issues and complaints professionally, fostering customer loyalty.



EDUCATION

- MBA in Retail & Marketing Management, International School for Management Excellence, Pune, India (2022)
- Bachelor of Arts (Hons.), Dyal Singh College, Delhi University, New Delhi, India (2016)



EXPERIENCE

English: C2
[Progress bar showing 100% proficiency]

Hindi: C2
[Progress bar showing 100% proficiency]

Marathi: C2
[Progress bar showing 100% proficiency]