

MOIDEEN HAKEEM ATTAKULAYAN

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ABU DHABI UAE



PROFESSIONAL SUMMARY

Flexible individual with high level of professionalism, patience and productivity. Possess goal of acquiring leadership skills and maintaining customer loyalty. Self-driven and motivated to go extra mile to serve and assist team. Relentless professional equipped with outstanding leadership, problem-solving, and planning abilities. Drives store success by overseeing team activities and daily operations. Dedicated to delivering maximum profits and offering top-notch services. Responsible student aiming to find rewarding career in retail industry. Ready to apply and sharpen leadership skills to assist team. Focused on learning ins and outs of retail field. Takes on challenging new role harnessing interpersonal skills, collaboration and problem-solving. Driven to deliver high-quality service and consistent results.

WORK HISTORY

Retail store manager, BANIYAS SPIKE GROUPS OF COMPANIES

Abu Dhabi, UAE |Feb 2024-Current

- Enforced service standards to maintain establishment reputation for excellence.
- Resolved complex disputes and handled product returns with professionalism, offering practical solutions to maintain customer satisfaction and uphold stellar reputation.
- Recruited and trained staff members, leading by example to consistently elevate store standards.
- Inspired team to represent brand with enthusiasm by maintaining high standards.
- Developed team's product knowledge, resulting in increased store sales.
- Completed opening and closing procedures each day.
- Monitored stock levels and wrote timely order supply requests to replenish merchandise.
- Toured sales floor regularly, assessing and improving daily operations.
- Understood what drives overall business success and prioritized and delivered quality results.
- Managed store inventory by directing routine stock control procedures to maximize sales opportunities.

Supervisor, BANIYAS SPIKE GROUPS OF COMPANIES

Abu Dhabi, UAE |Jun 2018-Feb 2020

- Supervised activities of workers and enforced safety regulations.
- Oversaw day-to-day activities of team, ensuring tasks were completed to high standard.
- Trained new hires and set up mentoring relationships to drive team performance.
- Dealt with customer complaints and rectified product and service issues.
- Maintained clean, organized working areas to create positive, productive environments with minimal risk.
- Managed store opening and closing, taking key holder responsibilities seriously to uphold robust security.

Cashier, BANIYAS SPIKE GROUPS OF COMPANIES

Abu Dhabi, UAE |May 2015-Jun 2018

- 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.
- Counted change correctly and issued customer receipts.
- Used cash registers and POS systems to request and record customer orders and compute transactions.
- Processed sales, exchange and refund transactions efficiently to reduce customer waiting times.
- Kept checkout areas and general store clean and orderly.
- Checked notes carefully to spot counterfeit currency.

Cargo service agent, VISKAN AVIATION

KERALA, INDIA |Aug 2013-Mar 2015

- Followed correct customs clearance procedures for exporting and importing goods.
 - Prepared bills of lading, invoices and shipping documents for shipments.
 - Resolved customer queries via telephone, live chat and email, following procedures.
 - Verified cargo contents against transport documentation.
 - Notified clients regarding status en route and delivery time.
 - Informed clients regarding transportation and payment options to verify preference.
- Tracked shipments using multiple software systems and kept clients informed on progress

SKILLS

- Team Leadership
- Relationship Management
- Cash management
- Stock management
- Visual merchandising
- Business development
- Inventory control
- Competitor analysis
- Customer care
- Staff development
- Stock control
- MS Office Suite
- Retail management

EDUCATION

- **BACHELOR OF COMMERCE** (Sridhar University, India (completed))
- **HIGHER SECONDARY** (Board of Higher Secondary Examination, Kerala, India)
- **SSLC** (Board of Public Examination, Kerala, India)

ACCOUNTING SOFTWARE

• Tally 7,8,9, (National Institute of Electronics Information Technology Govt of India) • Financial Accounting (National Institute of Electronics Information Technology Govt of India)

COMPUTER KNOWLEDGE

- MS Office ★★★★★
- TALLY ★★★
- Basic Operation ★★★★★
- Internet & Email ★★★★★
- PDT Operation ★★★★★

LANGUAGES

- English ★★★★★
- Hindi ★★★★★
- Arabic ★★★★★
- Malayalam ★★★★★
- Tamil ★★★★★

PERSONAL DATA

- Nationality : INDIAN (KERALA)
- Date of Birth :27-MAY-1992
- Religion :Muslim
- Marital Status : Married
- Passport No :X6597401
- Visa Status :Employment(Transferable)
- UAE VALID DRIVING LICENCE

I am basically friendly person by nature; I always aim to fulfill my responsibilities, to the highest standard of quality and professionalism development as my basic objectives on all notes that I have assigned.

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