

# MUHAMMED AJMAL SHAH P

## SALE ASSISTANT

+971 581992873 | ajmalshah543@gmail.com | United Arab Emirates

### SUMMARY

Result-driven sales professional with 9 years of total work experience in retail and accounting. Proven track record in cash handling, customer relationship management, and account management. Adept at enhancing customer satisfaction and driving sales growth. Known for strong communication skills and the ability to build lasting relationships with clients. Currently seeking opportunities to leverage expertise in a sales role to contribute to organizational success and exceed performance goals.

### SKILLS

- |                           |                           |                           |
|---------------------------|---------------------------|---------------------------|
| • Customer Management     | • Journal Entry Posting   | • Attention to Detail     |
| • Cash Handling           | • Payroll Management      | • Market Research         |
| • Account Management      | • Effective Communication | • Product Promotion       |
| • Sales Growth Strategies | • Problem Solving         | • Conflict Resolution     |
| • Inventory Control       | • Team Collaboration      | • Adaptability            |
| • Financial Reporting     | • Time Management         | • Results-Driven Approach |

### PROFESSIONAL EXPERIENCE

<b>Sales Assistant</b> , ENOC Retail LLC, Dubai, United Arab Emirates	<b>2019 - Present</b>
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- Process transactions efficiently as a cashier, ensuring accurate cash handling, credit card processing, and maintaining a balanced cash register.
- Build and maintain strong customer relationships by providing exceptional service, addressing inquiries, and resolving issues to enhance customer satisfaction and loyalty.
- Assist in managing customer accounts, tracking purchase history, and recommending products based on individual needs to drive sales and foster repeat business.
- Monitor stock levels, assist with inventory management, and handle kitchen supplies to ensure adequate product availability and efficient operations.
- Collaborate with the sales team to promote products, assist in visual merchandising, and maintain an organized sales floor to create a positive shopping experience.

<b>Money Changer</b> , Sahara Travels, Kerala, India	<b>2017 - 2018</b>
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- Processed currency exchanges efficiently, ensuring accurate transactions and compliance with relevant regulations to minimize discrepancies and enhance customer trust.
- Posted journal entries accurately and in a timely manner, maintaining organized financial records to support effective financial management and reporting.
- Updated financial statements regularly to reflect current financial status, ensuring data accuracy for internal reviews and decision-making processes.

- Prepared comprehensive financial reports, including profit and loss statements and balance sheets, to provide management with insights into the company's financial performance.
- Managed the payroll process by calculating employee wages, ensuring timely payments, and maintaining compliance with applicable labor regulations to support staff satisfaction and retention.

Cashier, KFC Restaurant2013 - 2015

- Processed customer transactions accurately as a cashier, ensuring efficient cash handling and maintaining a balanced cash register to enhance operational efficiency.
- Managed customer accounts by accurately recording orders, tracking payments, and resolving any discrepancies to ensure a smooth customer experience.
- Assisted with kitchen handling by coordinating with kitchen staff to ensure timely preparation of orders and maintaining food safety standards.
- Handled delivery operations by preparing orders for dispatch, ensuring accuracy in order fulfillment, and collaborating with delivery personnel to ensure timely service.

EDUCATION

Bachelor of Commerce (BCom)2014 - 2017

Periyar University, India

Higher Secondary Education2011 - 2013

Kerala Board of Public Examinations, India

ADDITIONAL INFORMATION

- **Software Knowledge** : Tally ERP 9, MS Office, Adobe Photoshop
- **Certifications** : GST Account Assistant, SAP FICO Certification, QuickBooks Certification
- **Languages** : English, Hindi, Tamil, Malayalam

PERSONAL DETAILS

- Nationality : Indian
- Date of Birth : 21/03/1995
- Driving Licence Details : Valid UAE Driving Licence
- Driving Licence No : 4790483

DECLARATION

I hereby declare that the above mentioned statement is correct and true to the best of my knowledge and belief.