

# MUHAMMED FAZIL K P

Dynamic and customer-focused professional with extensive experience in sales, customer service, and cashiering roles. Proven track record of providing exceptional service, driving sales, and ensuring customer satisfaction. Skilled in POS systems, inventory management, and maintaining store standards. Seeking opportunities in Sales, Customer Service, or Cashier positions to utilize my expertise and contribute to a dynamic team environment.

## WORK EXPERIENCE

### C STORE ATTENDANT

Abu Dhabi National Oil Company (ADNOC) | UAE

2020 - Present

#### Responsibilities:

- Engage with customers in a friendly and welcoming manner, provide assistance, answer questions, and ensure a positive shopping experience.
- Provide efficient checkout services by operating cash registers and POS (Point of Sale) systems, accurately process transactions and handle various payment methods.
- Manage the ordering and receiving of products for the convenience store, coordinate with suppliers to maintain adequate inventory levels and timely deliveries.
- Maintain stock conditions and quality control by regularly inspecting merchandise, rotating stock, and ensuring compliance with storage requirements and food safety practices.
- Monitor expiring inventory and implement procedures for timely removal and disposal of expired products to minimize waste and maintain freshness.
- Ensure products are displayed in accordance with company standards and regulatory food safety practices, including proper labeling, signage, and storage procedures.
- Collaborate with team members to execute promotional activities, sales campaigns, and product displays to drive sales and enhance the customer shopping experience.

### CASHIER

LULU Hypermarket | Saudi Arabia

2018 - 2020

#### Responsibilities:

- Managed transactions with customers using cash registers, ensuring accuracy and efficiency in processing purchases.
- Scanned goods and verified pricing to ensure accuracy, promptly addressing any discrepancies to maintain customer satisfaction.
- Collected payments from customers using various methods, including cash, credit/debit cards, and electronic payments, while adhering to security protocols.
- Issued receipts, refunds, change, or tickets promptly and accurately, maintaining a high level of attention to detail in all transactions.
- Redeemed stamps and coupons, applying discounts and promotions as appropriate to enhance customer value and loyalty.



## CONTACT

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Sharjah, UAE

## EDUCATION

- **B.Com (Finance)**  
Allied Management College,  
Calicut University, Kerala, India
- **Higher Secondary Education**  
Syllable College, Kerala Higher  
Secondary Education of Board, India
- **SSLC**  
Kerala Board Of Public  
Examinations | India

## KEY SKILLS

- Salesmanship
- Customer Service
- Cash Handling
- POS Systems
- Inventory Management
- Product Knowledge
- Communication Skills
- Teamwork
- Problem Solving
- Attention to Detail
- Upselling and Cross-Selling
- Order Management
- Merchandising
- Quality Control
- Compliance
- Food Safety Practices
- Time Management

- Utilized persuasive selling techniques to cross-sell products and introduce new ones, maximizing sales opportunities and enhancing the customer shopping experience.
- Provided friendly and courteous customer service by greeting customers, responding to inquiries, and resolving issues or complaints promptly and professionally.
- Collaborated with team members to ensure smooth store operations, including coordinating breaks, assisting with customer queues, and supporting colleagues as needed.

SALESMAN

Joy Alukkas Chennai | Tamilnadu, India  
2017 - 2018

Responsibilities:

- Promoted and sold jewelry products and services using persuasive arguments to existing and prospective customers, resulting in consistent sales growth.
- Conducted thorough cost-benefit and needs analyses of existing and potential customers to identify their preferences and requirements, effectively matching products to their needs.
- Established, developed, and maintained positive business and customer relationships through attentive service, personalized recommendations, and follow-up communication.
- Provided exceptional customer service by assisting customers with inquiries, product selection, and purchases, ensuring a positive shopping experience.
- Demonstrated in-depth knowledge of jewelry products, including diamonds, gemstones, and precious metals, to effectively communicate product features and benefits to customers.
- Utilized persuasive selling techniques to meet and exceed sales targets, consistently achieving or surpassing monthly sales quotas.
- Implemented effective upselling and cross-selling strategies to maximize sales revenue and enhance customer satisfaction.

DECLARATION

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

MUHAMMED FAZIL K P

COMPUTER KNOWLEDGE

- MS Office Suite

LANGUAGE

- English
- Arabic
- Hindi
- Malayalam

PERSONAL DETAILS

- Nationality : Indian
- Date of Birth : 10/01/1997
- Passport No : R5232663
- Expiry Date : 20/10/2027
- Visa Status : Employment Visa

DRIVING LICENSE

- License No : 96668
- Issue Date : 27-02-2025
- Expiry Date : 26-02-2027