

Manpreet Kaur

Visa status: **Family Sponsor (Residence visa), UAE**
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Profile

PROFESSIONAL SUMMARY

Dedicated **Retail experience as Cashier/Host/ Assistant Store Manager** with a strong work history in retail. Experienced in monitoring and **handling unusual customer behaviors**. Personable, organized, and motivated to exceed sales targets. Experienced in **resolving customer complaints within company guidelines** and using my initiative. Implements **customer follow-up to uphold service standards and guarantee customer satisfaction**.

Work Experience

Host Cop 28 Event 11/2023 – 12/2023 The United Nations Climate Change Conference, Dubai - UAE

- 22-days contract - As a **host at COP28**, my responsibilities included **providing exceptional guest experiences** in line with Expo City Dubai's standards. This involved **greeting and assisting visitors**, verifying access credentials meticulously, **offering clear directions within the venue**, reuniting lost individuals or items, and **managing crowds to ensure safety and operational efficiency**.

Cashier 11/2019 -12/2020 Al Saeer Groups Co. Llc, Sharjah - UAE

- As a cashier at Saeer Hypermarket store, my responsibilities include **processing customer transactions accurately and efficiently, online order punch-in system, handling cash and card payments, issuing receipts, and providing excellent customer service**. Additionally, cashiers may assist with **bagging items, restocking merchandise, and maintaining a clean checkout area**. Cashiers need to maintain a friendly and helpful demeanor while **adhering to company policies and procedures**. They play a crucial role in providing a **positive shopping experience for customers at Saeer Hypermarket**.

Assistant Store Manager 01/2017 -12/2019 Biba Apparels Pvt Ltd.

- As a team, we **supported the store manager** in various **operational aspects to ensure smooth functioning and exceptional customer service**. This included **staff management, inventory management, Online Delivery orders, merchandising, and meeting sales targets**. Additionally, I **Addressed customer inquiries, emails & office tasks, enforced store policies, and maintained cleanliness and organization**. The focus was on **enhancing visual merchandising, optimizing stock inventory, and delivering exceptional customer service to achieve sales targets** and ensure overall store profitability.

Assistant Store Manager 03/2013 -06/2015 Kimaya Fashions Pvt Ltd, Delhi – INDIA

- As a team, my primary responsibility is **ensuring exceptional customer service**. Oversee the **frontline staff, guiding them to provide personalized service that exceeds expectations**. **Address customer inquiries, resolve complaints promptly, Store online Delivery orders for Clients, and maintain a welcoming atmosphere in the store. By monitoring customer feedback and implementing improvements, continuously strive to enhance the overall customer experience, driving satisfaction and loyalty.**

Assistant Store Manager 11/2010 -12/2012 And Design India Ltd, Delhi - INDIA

- As a team, curated appealing displays of **Indo-Western attire, collaborated on new designs, and managed inventory to meet demand. Providing exceptional service, Store to store online delivery sent to clients and follow-ups, assisting customers with inquiries, and offering styling advice**. Contributed to sales strategies and **supported the team in meeting targets**. Overall, oversaw **visual presentation, design collaboration, and sales support, driving growth and satisfaction in Indo-Western Ethnic fashion**.

Team Member 09/2007 - 08/2010 Future Group, Delhi - INDIA

- As a sales team member, actively **engaged with customers, met sales targets, and provided exceptional service**. Contributed to **team success through effective communication, collaboration, and product knowledge**. Adhering to company standards, **ensured customer satisfaction**, and contributed to the overall growth of the team's sales.

Crew Ticketing Staff 10/2010 - 10/2010 Indian Railway Catering & Tourism Corporation, Delhi - IND

- During the 10-day **Commonwealth Games event**, my role as a **ticket cashier** was vital in managing ticket sales and ensuring a smooth experience for attendees. Processed transactions efficiently, provided **excellent customer service** and maintained **accuracy in handling cash**. Helped manage queues and **address any issues or inquiries** from spectators. Adhering to strict protocols, contributed to the overall success of the event by ensuring seamless ticketing operations throughout the Games.

Sale Promoter 08/2006 -09/2007 Godrej & Kiwi Kleen, Delhi - India

- As a **Godrej & Kiwi Kleen brand promoter**, focused on **promoting the brand, raising awareness, driving sales, and providing exceptional customer service**. Through retail demonstrations, events, and engagements, we **educated consumers about our products, addressed inquiries, and ensured a positive experience, ultimately contributing to increased sales and brand recognition**.

Certificate & Achievements

- **COP 28 Certificate** employment as Green Zone **Host** during the **United Nations Climate Change Conference** held in Dubai – United Arab Emirates.
- Certificate Of **Thanks & Appreciation - Clinical Trials Of The COVID-19 Vaccine** - United Arab Emirates.
- Certificate Of Appreciation - Indian Railway Catering & Tourism Corporation For **Common Wealth Games - 2010** As A **Crew Support Staff For Ticketing Operations**. – Delhi – India.
- **Promising New Store Team Certificate** - And Designs India Ltd – Delhi – India
- **Best Team - Coordination Certificate** - And Designs India Ltd – Delhi - India.
- **Best Store Visual Merchandise Certificate** - And Designs India Ltd – Delhi - India.
- **Best Employee of the Month Twice Trophy & Certificate** - Future Group (Pantaloons) - Delhi-India.
- **Best Cluster Certificate For Over Achievement Of Target** Zonal Level- Future Group (Pantaloons) – Delhi.-India

Skills

- **Customer Service**
- **Customer Complaint Handling**
- **Computer Knowledge**
- **Point of Sale Knowledge**
- **Accounts Register to Maintain**
- **Sale Target Achievements**
- **Reports Making**
- **Stock inventory Scan**
- **Stock in word & Out word**
- **Administrative work**

Education

- **Bachelor of Arts Degree from Delhi University 2008 – India**
- **Computer Application & Programming Diploma from FEC-TEC COMPUTER EDUCATION, DIVISION OF FS-HRD 2011 – INDIA.**

Language

- English, Punjabi, Hindi, Urdu