

Samsheer Manalangattil

Merchandiser : retail

Email: samsheermanalangattil@gmail.com | Contact: +971 502194205

Location: Shabiya 11, Abu Dhabi, United Arab Emirates

Profile Summary

Sales Assistant with experience in delivering exceptional customer service, driving sales, and managing inventory in both retail and wholesale environments. Adept at recommending tailored products, upselling services, and ensuring smooth store operations to enhance customer satisfaction and business growth.

Education

Bachelor of Commerce

University of Calicut, Malappuram, Kerala, India | 2016

Diploma in Completed Store Promoter Certificate Exam

Telecom Sector Skill Council National Skill Development Corporation (NSDC)

Under the Ministry of Skill Development and Entrepreneurship (MSDE), Government of India | 2014

Professional Experience

Office Assistant & Store Assistant

Sodexo Kelvin Company, Abu Dhabi, United Arab Emirates | February 2022 Onwards

- Provided general office support, including organizing files, distributing mail, and managing office supplies
- Performed routine cleaning tasks to maintain a clean and organized work environment.
- Assisted with meetings, events, and administrative tasks, contributing to smooth daily operations.
- Ensured office equipment was maintained and scheduled repairs when necessary.

Silk Mahal fashion Clothing Company India | February 2018 – December 2021

Sales Assistant

- I know about new styles, sizes, and offers in the shop.
- tell customers about clothes and give them ideas for matching outfits.
- keep the clothes in the right place and fold them nicely
- Welcomed customers with a smile.
- Arranged stock and checked stock levels.
- Handled customer complaints politely.
- Promoted products and gave suggestions.
- Talk politely with customers and try to solve their problems. work with my team to keep the shop running well every day

Crown Suruma Retail and Wholesale hypermarket, India | June 2016 – January 2018

- Engaged with customers to understand their needs, provided product recommendations, and promoted special offers, contributing to increased sales and customer satisfaction.
- Delivered excellent customer service by addressing enquiries, resolving complaints, and assisting with product returns.
- Supported inventory management by monitoring stock levels, restocking shelves, and updating

inventory records to ensure product availability and seamless store operations.

- Collaborated with the team to maintain a clean, organized, and welcoming store environment, adhering to company policies and contributing to a positive shopping experience.
- Processed daily sales transactions efficiently at the checkout, ensuring accuracy, balancing cash drawers, and maintaining detailed records of payments and returns.

Professional Skills

- **Customer Service Excellence:** Strong ability to engage with customers, address inquiries, and provide personalized assistance to enhance satisfaction and retention.
- **Sales & Cloth Product Knowledge:** Adept at recommending tailored products, upselling services, and increasing sales through effective communication.
- **Cash Handling & Transaction Processing:** Proficient in managing sales transactions, processing payments, balancing cash drawers, and maintaining accurate financial records.
- **Inventory Management:** Skilled in monitoring stock levels, Assisted in Inventory Counting, restocking shelves, organizing displays, and ensuring product availability.
- **Effective Communication:** Strong verbal and written communication skills, with active listening abilities to resolve customer concerns and inquiries efficiently.
- **Organizational & Multitasking Abilities:** Capable of handling multiple responsibilities, Goal oriented (Sales Targets) including administrative tasks and maintaining a well-organized workspace.
- **Team Collaboration:** Works effectively in team environments, contributing to store efficiency, cleanliness, and adherence to company policies.
- **Problem-Solving & Complaint Resolution:** Experienced in addressing customer complaints, friendly Communication identifying solutions, and ensuring a positive shopping experience.

Personal Details

Date of Birth:	31/10/1992
Gender:	Male
Nationality:	Indian
Passport Number:	W6025801 Date of Expiry: 25/10/2032
Marital Status:	Married
Languages Known:	English Hindi Arabic Malayalam