

NAJUMUDEEN SIRAJUDEEN

SALES AND COSTUMER CARE REPRESENTATIVE

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CAREER OBJECTIVE

Dynamic and results-driven Retail Sales professional with extensive experience in customer service and cashier supervision. Proven track record of fostering positive customer relationships and driving sales growth. Seeking a challenging role where I can leverage my skills and experience to contribute to organizational success.

EDUCATIONAL QUALIFICATION

Diploma in Computer Hardware and Networking and Web Designing

All India Technical Education Society, October 2009

Hotel Management

Mar Ivanious College of Management Studies, Thiruvananthapuram, December 2011

SSLC

Government of Kerala, March 2006

PLUS TWO

Government of Kerala, March 2008

SKILLS

SOFT SKILLS

- Merchandising
- Customer Service
- Point of Sale (POS) Systems
- Retail Sales & Operations
- Team Building
- Conflict Resolution
- Communication Skills
- Time Management
- Problem-solving
- Decision-making

SOFTWARE SKILLS

- Windows Installation
- Computer Assembling
- MS Office (Word, Excel, PowerPoint)
- Outlook
- Photoshop
- Corel Draw
- Telnet

WORK EXPERIENCE

1. Customer Service Supervisor

Safari Mall Muweilah, Sharjah, U.A.E

2019 to 2024

Responsibilities

- Supervised and trained a team of customer support staff, fostering a positive work environment.
- Resolved complex customer issues efficiently, maintaining high levels of customer satisfaction.
- Managed customer service operations, ensuring excellence in service delivery.

2. Cashier and Customer Service Representative

Carrefour Market (Majid Al Futaim Group), Dubai, U.A.E

2015 to 2018

Responsibilities

- Operated POS systems and provided exceptional customer service during transactions.
- Addressed customer inquiries and concerns promptly, ensuring a positive shopping experience.
- Maintained accuracy in cash handling and transaction processing.

3. Salesman

Fouzy Supermarket, Dubai, U.A.E

Responsibilities

- Assisted customers with product inquiries, providing recommendations and ensuring a positive shopping experience.
- Gathered and relayed customer feedback to improve service and product offerings.

4. Camp Administration

Dessert Line (Manpower Supply), Qatar

LANGUAGES

- English
- Malayalam
- Arabic
- Hindi
- Tamil

DECLARATION

I hereby declare that the information furnished above is true to the best of my knowledge. If given an opportunity, I promise to serve as a dedicated employee with commitment and enthusiasm.

NAJUMUDHEEN SIRAJUDEEN