

# 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**