



SHAIK KHUSRO



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Shaikkhusro9@gmail.com



DUBAI

SKILLS

- ✓ Excellent communication and organizational skills with the ability to work under pressure
- ✓ Good knowledge in English
- ✓ Proficient in Microsoft Office and comfortable with email communications
- ✓ Proficient in time management; the ability to organize and manage multiple priorities
- ✓ Ability to deal with problems involving several concrete variables in standardized situations
- ✓ Professional appearance; commands a presence of respect and humility; demonstrating the ability to motivate and readily communicate expectations and follow up
- ✓ Professional appearance and excellent communication skills in dealing with guests and associates
- ✓ Highly responsible & reliable

CURRICULUM VITAE

CAREER OBJECTIVE

Seeking for a position as Customer Service Representative or Cashier, Call center agent & To enhance the performance of the company for better output through a disciplined, organized and progressive ways with my sincerity creativity, hard work and utmost endeavours in the task entrusted to me.

WORK EXPERIENCE.

Grand Bazaar Al seeb Oman(2022)

Cashier:

I was responsible for the processing and Receiving payments of the customer

- Answering them & greeting them in a proper way
- Providing a positive customer experience with fair Friendly and courteous service
- Register sales on a cash register by scanning items Itemizing and totaling customers purchases
- Resolving customers issues and questions Bags Purchases if need ,process return transactions,coupons

Ms Max Hypermarket Oman(2023)

Customer Service Representative:

- Handling customer complaints,processing Orders and returns
- Checking product or service availability,documneting customer interactions
- Collecting customer feedback,customer outreach Solving their queries or problem
- Responding and communicating customers and providing assistance resolve complaints
- Troubleshooting the tech problems and selling Products,services

• Q-connect(2016)

• Customer service executive:

- Making outbound calls,inbound calls for the domestic or international customer solving their problems,issues
- Handling customer complaints,processing orders And payments creating targets and goals for Improvement
- Greeting and Assist to Customers

Certifications:

Machine learning : Coding
Ninjas
python programming :Udemy
Ms office
Ms Excel
Data Entry
Pos
Sales
Retail
Basic Computer

Personal Info:

Visa status : Visit
Sex : Male
Date of Birth : 12/12/1996
Religion : Muslim
Nationality : Indian

Languages Known:

Arabic : Fluent
English : Fluent
Hindi : Fluent
Urdu : Fluent

- Assist to Customers
- Store display sitting
- Visiting to customer place to installing.
- Daily sales report entry
- Cash deposited report.

Technical qualification:

- Machine learning & Python programming
- MS office Ms Excel Tally
- Basic computers, Data entry, Pos
- **Skills**
- Good verbal and communication skills
- Selling skills
- Self-motivated and hardworking
- Quick learner

ACADEMIC QUALIFICATION

Qualification	Board/University	Year passing	Percentage of marks
C.B.S.E	Central Board of secondary education.	2012	60%
PUC	Pre- University Board Karnataka	2014	55%
B.C.A	Gulbarga University	2021	70%

Declaration:

I hereby declare that all the above mentioned details & information is true to the best of my knowledge, and if given an opportunity I promise to give the best abilities to the organisation.

Thanking You,

Yours faithfully,

(SHAIK KHUSRO)