



CURRICULUM VITAE

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PROFILE SUMMARY :

Retail sales professional versed in product placement and merchandising. Extensive experience in inventory management and shipment processing.

Punctual retail sales professional focused on exceeding expectations and building customer loyalty. Flexible schedule and strong mathematical aptitude.

SKILLS

- * Goal-orientated
- * Customer relations
- * Detail-orientated
- * Staff training and development
- * Excellent customer service skills
- * Strategic thinker
- * Skilled problem solver
- * Motivated team player
- * Fluent in 4 languages
- * Retail sales
- * Active listening skills

EDUCATION QUALIFICATION

Bachelor Degree- B.com Computers in 2014

WORK EXPERIENCE

INVENTORY CONTROLLER@LANDMARK GROUP LLC (CONCEPT HOME BOX) (2020 to till date)

- * Store inventory controlling of 35k sft store.
- * Taking care of SRN inward and outward on daily basis, maintaining the high standards of inventory hygiene on adherence of SOP.
- * Monitoring damage by giving training to sale staff and Shrinkage by tracking negative inventory.
- * Handling store (SAJ) on every week.

- * Taking care of store stock take half yearly.
- * Coordinating with warehouse team for all kinds of delivery issues for store.

July 2017 – 2020 SALES ASSISTANT Landmark Group Fujairah

Received Best Sales Achievement Award During The Period Of 2018-2019.

- * Trained and developed new associates on POS system and key sales tactics
- * Examined merchandise to verify that it was correctly priced and displayed.
- * Reordered inventory when it dropped below predetermined levels.
- * Assigned employees to specific duties to best meet the needs of the shop.
- * Hired, trained and evaluated personnel in sales and marketing.
- * Implemented a new ordering process and identified poor work habits to improve process effectiveness.
- * Managed staff of 20 sales associates, 2 team leaders.
- * Planned budgets and authorised payments and merchandise returns.
- * Conducted stock inventories twice annually.
- * Generated repeat business through exceptional customer service.
- * Increased profits through effective sales training and troubleshooting profit loss areas.
- * Increased sales volume by 21% in less than 1 year.
- * Instructed staff on appropriately handling difficult and complicated sales.
- * Handled all customer relations issues in a gracious manner and in accordance with company policies.
- * Followed up with over 100 customers each week to verify that they were satisfied with purchases.
- * Strategically scheduled team members to maintain optimum staffing levels at all times.
- * Maintained established merchandising standards, including window, sales floor and promotional displays.
- * Communicated clear expectations and goals to each team member.
- * Welcomed customers into the shop and helped them locate items.
- * Worked with the management team to implement the proper division of responsibilities.
- * Alerted customers to upcoming sales events and promotions.
- * Followed merchandising guidelines to present visually appealing displays.
- * Actively pursued personal learning and development opportunities.
- * Determined customer needs by asking relevant questions and listening actively to the responses.
- * Recognised and rewarded outstanding work performance to cultivate a positive and collaborative customer service culture.

PREVIOUS WORK SMART CHOICE LLC 2016 SALES ASSISTANT FUJAIRAH.

- * Conducted stock inventories once per quarter.
- * Priced merchandise, stocked shelves and took inventory of supplies.
- * Operated a cash register for cash, cheque and credit card transactions with 100% accuracy.
- * Fostered a positive work environment by consistently treating all employees and customers with respect and consideration.
- * Mentored new sales associates to contribute to the shop's positive culture.
- * Educated customers about the brand to incite excitement about the company's mission and values.
- * Verified that all customers received receipts for their purchases.
- * Shared best practices for sales and customer service with other team members to help improve the shop's efficiency.
- * Stocked and replenished merchandise according to shop merchandising layouts.

I do hereby declare that all the information given is true, correct & complete to the best of my knowledge & belief.

PERSONAL DETAILS

Experience In UAE	: 8 Years.
Date of Birth	: 23rd September, 1993.
Marital Status	: Married .
Religion	: Islam.
Nationality	: Indian.
Languages Known	: English, Hindi, Urdu & Arabic.