



# SYED HASSAIN SYED JIKKRIYA

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VELLORE , INDIAN 632501

Date of Birth: 25/05/1989

Nationality: INDIAN

## SKILLS







- Customer Service
- Retail marketing
- Cash handling
- Customer relations
- Confident communicator
- Product expertise
- Sales techniques
- Merchandising
- Payment Processing
- Product knowledge
- Upselling expertise
- Stock counting
- Refund and exchange processing
- Cash management
- Opening and closing procedures
- Product demonstrations
- Stock management
- POS Systems
- Visual merchandising
- Business development
- Conflict Resolution
- Returns
- Trend forecasting
- Merchandise control
- Just In Time stock control
- Promotions
- Dispute management
- Outstanding customer service
- Point of sale system operation
- Planograms
- Customer retention tactics
- Loss prevention
- Merchandising proficiency

## PROFESSIONAL SUMMARY

Dependable Sales Assistant offering outstanding levels of service through helpful, effective communication. Bringing a can-do attitude to all tasks, ensuring jobs are completed accurately and efficiently for continued customer and management satisfaction. Motivated individual brings desire to gain work experience and learn from retail team. Eager to serve customers, keep shop tidy and sell goods. Comfortable in fast-paced environments and willing to take on challenging work. Confident Sales Assistant providing excellent customer service thanks to exceptional people skills and dedicated work ethic. Experienced in book and toy sales, and in providing accuracy and efficiency in day-to-day store tasks. A strong team player, proficient in monitoring security and serving diverse customer needs. Driven professional with background in sales, customer service and operations management across diverse industries. Highly skilled at fostering relationships with customers to increase loyalty and retention while improving satisfaction levels. Seeking to leverage strong target achievement to progress within growing company. Highly-qualified Sales Assistant with expertise in store opening and closing procedures, money handling and merchandising. Able to manage all tasks with efficiency and accuracy. Proficient in monitoring security and serving diverse customer needs. Dedicated student seeking flexible retail position. Ready for practical experience and enthusiastic about helping others. Prepared to learn and support team. Confident Sales Assistant providing excellent customer service thanks to exceptional people skills and dedicated work ethic. Experienced in **[Industry]** sales, providing accuracy and efficiency in day-to-day store tasks. Reliable sales associate with strengths in inventory management, training and customer service. Friendly, knowledgeable and hard-working team player. Proven success in satisfying sales objectives and securing repeat patronage. Experienced **[Job Title]** with strong retail background and experience in customer service, merchandising and stock management. Works hard to keep shop operating smoothly and customers satisfied. Diligent shop team member skilled with money handling and customer questions. Works with team members to keep customers happy and lines under control. Focused on helping others with quality service for diverse needs. Dynamic seller focused on delivering highest standards customer service. Thinks critically with can-do attitude for successful retail operations. Service-oriented **[Job Title]** with background in shops and helping customers. Expertise in checkouts, payment processing and order bagging. Hardworking and organised with good conversational and time management abilities. Takes on challenging new role harnessing interpersonal skills, collaboration and problem-solving. Driven to deliver high-quality service and consistent results. Effectively promotes products and increases revenue by connecting with customers and recommending target offerings. Organised, adaptable and knowledgeable about preparing displays, merchandising shelves and assisting customers. Drives loyalty with friendly and skilled support.

- Enthusiastic communicator
- Stock merchandising
- Brand awareness
- Excellent telephone manner
- Active selling
- Product demos
- Customer assistance

## LANGUAGES

|   |    |
|---|----|
| <b>English</b>  | B1 |
|  |    |
| Intermediate  |    |
| <b>Arabic</b>   | B1 |
|  |    |
| Intermediate  |    |
| <b>Tamil</b>  | C1 |
|  |    |
| Advanced  |    |
| <b>Urdu</b>   | C1 |
|  |    |
| Advanced  |    |
| <b>Hindi</b>  | C1 |
|  |    |
| Advanced  |    |
| <b>Malayalam</b>  | B1 |
|  |    |
| Intermediate  |    |

## WORK HISTORY

June 2022 - Current

**Sales Assistant**, Enoc Retail LLC, Dubai, UAE

- Went above and beyond by helping customers to locate stock, making bespoke orders where possible.
- Maximised sales opportunities, contributing to [Number]% store revenue increase in [Timeframe].
- Boosted product sales by offering selection guidance to customers.
- Resolved customer objections and disputes with patience and professionalism to promote repeat business.
- Promoted customer loyalty scheme at checkout.
- Inspected products for damages and expiry dates before processing refunds.
- Demonstrated product usage and features to customers.
- Totalled bills using maths skills and maintained accurate till count.
- Increased seasonal event sales through targeted selling in line with current marketing initiatives and promotions.
- Maintained accurate records to track cash handling activities.
- Assisted customers with signing up for store loyalty programmes and provided details about key benefits.
- Requested and checked customer IDs at checkout for age-restricted products.
- Enhanced visual merchandising by maintaining replenishment and presenting items according to style guides.
- Cultivated loyal, profitable customer relationships, asking open-ended questions to assess and cater to individual needs.
- Identified discrepancies in stocks through regular inventory management.
- Designed visually pleasing in-store and window displays to increase footfall.
- Explained establishment policies to customers and offered advice on selections.

June 2021 - June 2022

**Footwear Factory Quality Incharge**, K.H.Group Private limited, Vellore, INDIA

- Picked, packed and dispatched high-volume orders, consistently exceeding warehouse performance targets.
- Maintained clean, safe and orderly warehouse space.
- Completed work following safety rules for best working practices.
- Sorted materials on warehouse racks and shelves.
- Prepared items for timely dispatch and safe transportation.

November 2012 - March 2017

**Bindawood Super Market**, Supervisor, Makkah, Saudi Arabia

- Checked shop merchandise regularly to verify proper display, oversee replenishment activities and enforce planogram requirements.
- Collected customer and market feedback and reported information to company leadership.
- Maintained regular contact and strong relationships with existing customers by providing comprehensive support.
- Monitored daily sales operations and served as informational and procedural resource to team members.
- Promoted exceptional customer service by engaging clients on sales floor, building positive rapport, answering product queries and handling complaints.
- Monitored sales team performance, providing effective training to help reach revenue and profit targets.
- Coached team members to reach and exceed weekly and monthly sales goals.
- Developed new ideas and thought creatively to grow business and enhance profitability and revenue.
- Identified and qualified new sales prospects to continually meet targets.

- Worked collaboratively with team members, championing proven techniques for closing sales, cross-selling and upselling.
- Conducted regular market assessments to stay current on trends and maintain readiness for changes.
- Organised and coordinated sales team schedules, helping staff meet company and client expectations.
- Carried out sales visits to current and prospective customers.
- Analysed sales to identify top-performing products.
- Generated company growth through market expansion and sales.
- Managed team of [Number] staff, driving performance with motivational strategies to exceed sales targets.
- Developed marketing plans to support department strategies.
- Optimised sales methods to best engage, acquire and retain customers.

## EDUCATION

June 2009

**Bachelor Of Science**

**C.Abdul Hakeem College** , Ranipet, India

## ACCOMPLISHMENTS

- Implemented [Type] process, streamlining work and increasing efficiency [Number]%

## CERTIFICATIONS

.MS-Office