

Mohamed Riyazudeen

Mohadeen1160@gmail.com

+971508189357

Dubai, UAE

LinkedIn: [linkedin.com/in/mohamed-riyazudeen-135598330](https://www.linkedin.com/in/mohamed-riyazudeen-135598330)

Executive Summary

Proactive and customer-focused professional with a proven track record in achieving sales targets, enhancing customer satisfaction, and delivering exceptional service. Adept at identifying customer needs, leveraging product knowledge, and implementing upselling and cross-selling strategies to drive revenue growth. Skilled in maintaining store standards, addressing customer concerns, and adhering to security policies.

Professional Experience

Assistant Delivery Concierge

Union Coop, Dubai

August 2020 – June 2022

- Processed customer orders and ensured timely, accurate delivery, improving customer satisfaction.
- Monitored stock availability, advised customers on alternatives for out-of-stock items, and facilitated smooth order processing.
- Coordinated with logistics to ensure timely delivery of orders, maintaining service level agreements.
- Addressed customer grievances promptly, enhancing the overall customer experience.
- Utilized advanced product knowledge to meet customer needs, contributing to increased sales.

Checker

Union Coop, Dubai

January 2018 – July 2020

- Verified the quality and condition of incoming stock, ensuring compliance with company standards.
- Assisted in the accurate recording of stock data, reducing discrepancies and enhancing inventory management.
- Ensured appropriate handling of temperature-sensitive items, maintaining product quality and customer satisfaction.
- Collaborated with suppliers to resolve stock issues, including returns and damaged items, improving operational efficiency.
- Supported store replenishment and presentation, contributing to a clean, organized store environment.

Skills

- Customer Service Excellence
- Sales Target Achievement
- Upselling & Cross-Selling
- Store Standards & Cleanliness
- Stock Management & Loss Prevention
- Order Processing & Delivery Coordination
- Handling Customer Concerns & Queries
- Communication & Team Collaboration

Education

Diploma in Mechanical Engineering

Valivalam Desikar Polytechnic College, India

Graduated with 85%

