



Shahzaib Mughal

Retail

Motivated Retail Sales Assistant with 2.5 years of experience in driving sales, providing excellent customer service, and managing inventory. Skilled in product knowledge, upselling, and operating POS systems. Proven track record of exceeding sales targets and enhancing customer satisfaction. Open to new opportunities to apply my skills in a fast-paced, dynamic retail environment.

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WORK EXPERIENCE

Sales Assistant

Scuzi Gourmet Grocer - FZE, Anantara Resort, The Palm

02/2022 - Present

Dubai, United Arab Emirates

- **Achieved and Exceeded Sales Targets** : Consistently surpassed monthly sales quotas by 15%, driving revenue growth through personalized customer service and effective product recommendations.
- **Enhanced Customer Experience** : Maintained a 95% customer satisfaction rating by providing timely, knowledgeable, and friendly service, resolving customer issues efficiently.
- **Increased Store Revenue** : Contributed to a 10% increase in store revenue by actively upselling and cross-selling products, leveraging in-depth product knowledge to meet customer needs.
- **Improved Inventory Management** : Assisted in maintaining accurate stock levels through regular inventory checks and stock replenishment, reducing out-of-stock incidents by 20%.
- **Collaborated Effectively with Team** : Worked closely with a team of sales assistants to meet and exceed store sales targets, ensuring smooth operations during peak hours. Contributed to team success by sharing best practices, assisting colleagues during busy periods, and maintaining a positive, supportive work environment.

Customer Service Representative

ZAC BPO

07/2021 - 12/2021

Rawalpindi, Pakistan

- **Achieved High Customer Satisfaction Scores** : Consistently maintained a 95%+ customer satisfaction rating by resolving customer issues promptly and professionally, contributing to improved brand loyalty.
- **Exceeded Call Handling Targets** : Surpassed daily call volume targets by handling an average of 60+ calls per day while maintaining high-quality service, ensuring efficient issue resolution and customer engagement.
- **Reduced Call Resolution Time** : Improved first call resolution rate by 25%, reducing the need for follow-up calls and enhancing customer experience by effectively troubleshooting issues on the first contact.

EDUCATION

Intermediate

F.G Sir Syed College, The Mall, Rawalpindi, Pakistan

08/2019 - 09/2021

72%

- Computer Science
- Mathematics
- Statistics

Matriculation

F.G Boys Public School, R.A Bazar, Rawalpindi, Pakistan

03/2017 - 07/2019

72%

- Biology
- Chemistry
- Mathematics
- Physics

SKILLS

Customer Service

Sales Techniques

Product Knowledge

Point of Sale (POS) Systems

Inventory Management

Cash Handling

Visual Merchandising

Upselling and Cross-Selling

Communication Skills

Team Collaboration

Time Management

Store Maintenance and Cleanliness

CERTIFICATES

Basic Food Safety (11/2023 - 11/2023)

Basic Food Hygiene Training in Food Stuff Trading

IT-Advance (01/2019 - 07/2019)

Typing, MS Word, MS Access, Database Management
System Concepts, Data Entry, Printing

LANGUAGES

English

Full Professional Proficiency

Urdu

Native or Bilingual Proficiency

Punjabi

Full Professional Proficiency

INTERESTS

Book Reading

Tourism