
SHAMNAD RAHIM

Abu Dhabi , United Arab Emirates ♦ 0503049409 ♦ shamnadr7@gmail.com

Date of Birth: 25/05/1994 ♦ **Nationality:** Indian ♦ **Permit:** UAE Driving Licence Number:2911872

PROFESSIONAL SUMMARY

Detail-oriented and efficient Merchandising Assistant offering six years of retail experience. Good administrative, planning and problem-solving abilities with strong initiative and a superior work ethic. Seeking to apply expertise and skills to a new role with room for advancement.

SKILLS

- POS system
- Customer service
- Time management
- Team player
- Product knowledge
- Shelf stocking

WORK HISTORY

Sales , 03/2022 - Current

ADNOC OASIS - Abu Dhabi , United Arab Emirates

- Greeted customers and offered assistance with selecting merchandise, finding accessories and completing purchases.
- Guaranteed high levels of customer satisfaction through product knowledge and attentive service.
- Shelled and merchandised new products in visually appealing, organized displays to engage customers.
- Maintained optimal store image through regular cleaning, organizing and merchandising.
- Coordinated seasonal changes in displays, met marketing objectives effectively.
- Collaborated with suppliers, ensured timely delivery of products.
- Assured retail store standards by maintaining an organized layout.
- Developed custom merchandising plans with team collaboration.
- Managed visual merchandising efforts, enhanced overall store appeal.
- Coordinated in-store displays according to promotional plans outlined by vendors.
- Arranged product displays to maximise cross-selling opportunities and increase sales.
- Maintain the freshness of products on shelf by following FIFO.
- Focus on near expiry stocks to minimize losses
- Display the products as per planogram or share shelf based on market share in the primary sales location

Sales Assistant, 03/2015 - 09/2020

Lulu Group International - Abu Dhabi , United Arab Emirates

- Provided service with a smile, offering courteous, helpful advice to best meet customer needs.
- Greeted customers and offered assistance with selecting merchandise, finding accessories and completing purchases.

- Enhanced visual merchandising by maintaining replenishment and presenting items according to style guides.
- Shelved and merchandised new products in visually appealing, organized displays to engage customers.
- Provided excellent sales services by offering bespoke product advice to meet exact customers needs.
- Fostered positive relationships with customers to enhance loyalty and retention.
- Assisted customers with signing up for store loyalty programmes and provided details about key benefits.
- Maintained impeccably high standards store presentation and hygiene through cleaning.
- Worked energetically to maintain efficient operations during peak trading hours.
- Resolved customer complaints and process issues with proactive problem-solving skills.
- Built lasting relationships with clients through customer service interactions.
- Informed customers regarding promos and warranty services to increase sales.
- Assisted customers in locating specific items to boost satisfaction.

EDUCATION

Higher National Diploma: Civil Engineering
Council For Technical Education - Trivandrum, India

Draughtsman Civil: Civil Engineering
KMJ Institute For Vocational Education - Kulathupuzha ,Kollam, India

Higher Secondary: Commerce
Government Higher Secondary School - Kulathupuzha, Kollam, India

CERTIFICATIONS

- Essential food and safety certificate, ADFCA - 2022
- Auto cad Certificate,Cad Centre Trivandrum 2014
- MS Office,Gtech computers Anchal 2014

LANGUAGES

English	C1	Hindi	C1
Advanced		Advanced	
Arabic	B1	Malayalam	C1
Intermediate		Advanced	

DECLARATION

I do hereby certify that above furnished information are true and accurate to the best of my knowledge.

Place:UAE
Date:

Shamnad Rahim