



LANGUAGES

Tamil	Native	●●●●●
English	Proficient	●●●●●
Urdu	Intermediate	●●●●●
Hindi	Intermediate	●●●●●

SKILLS

Product Knowledge · MS Program ·
Sales · Retail sales luxury · Mnc ·
Cashier · Service assistant ·
Documentation · Trainer · FHSO ·
Safety · Typing · System knowledge ·
Backend process ·
Target and archivement ·
Service assistant · Team leader

EDUCATION

D. EEE

A.M.S.Polytechnic college
2008

High Secondary School

C.S.I. Kellet High Secondary School
2007

Visa Status

14th March 2024 - Visit Visa

Passport Number M0294687

UMAR SHERIFF

Customer Service Assistant (FHSO)

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utm_source=share&utm_campaign=share_via&utm_content=profile&utm_medium=android_app
Dubai, UAE

SUMMARY

I wish to make my career in a growing and leading organization, which gives me enough scope to learn and add value to the organization.

EXPERIENCE

Customer Service Assistant (FHSO) 2019 - 2023
Marks And Spencer Reliance India Private Limited

retail sale of general lines of apparel such as suits, coats, dresses, and home furnishings, Luxury

- Sales, Product knowledge
- Doing all data related works in Store
- Supporting Cash Backend Process
- Fire Health Safety Trainer (Internal promotion)
- Safety Training conduct Every Day
- 100% of customer claims attended (before just 75%)
- Backend operation support
- 100% of customer claims attended (before just 75%)
- Provided excellent customer service, over 500 products sold
- Assisted 2 different management teams in driving clothing sales through exceptional customer service
- Implemented 10 language customer service program & social content
- Provided excellent customer service, generating over 500 products sold
- Top 3 of customer service quality provided for year 2014 & 2015
- Which of your achievements match the job you're applying to?
- Managed the front end customer service and sales operations for a ~275 car branch

Fashion Assistant 2012 - 2019
House Of Anita Dongre India Private Limited Chetpet - Shopper Stop




The Company offers bags, shoes, accessories, and apparel products. House of Anita Dongre serves customers in India

- I got best sale award
- Provided excellent customer service, generating over 500 products sold
- Best display award
- Good customer service award

TRAINING / COURSES

First Aider AW18 - LFS Product Training

ACHIEVEMENTS

-  Best Sales award in MBO - 2014
Beating Best Store In Tamilnadu
-  Best Display In - 2015
Rnr Compotion
-  Employee Of The Month 2019,2021,2022
Store Compotion