



Umar Sheriff

CUSTOMER SERVICE
ASSOCIATE

WORK EXPERIENCE

CUSTOMER SERVICE ASSOCIATE

MARKS AND SPENCER RELIANCE INDIA PRIVATE LIMITED, VELACHERY – INDIA
2019 – Current

PROFILE

Dedicated retail professional with 10 years of experience and a proven record of success in retail management. consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

CONTACT

PHONE:
+971561492432

E-MAIL
umar55525@gmail.com

SKILLS

<div><div></div></div>	Team Leader
<div><div></div></div>	Effective Communicator
<div><div></div></div>	Able to adapt to any culture
<div><div></div></div>	Capable of working in a group
<div><div></div></div>	Quick Learner
<div><div></div></div>	Innovative Thinker

LANGUAGE

<div><div></div></div>	English
<div><div></div></div>	Arabic
<div><div></div></div>	Tamil
<div><div></div></div>	Hindi
<div><div></div></div>	Urdu

Handling customer issues

Internal promotion additional responsibility FHSO (Fire Health Safety Officer)

Refund process

Customer feedback analysis

Fulfilling Customer Requirement

Following SOP Standers

Driving Sales to Archive target

Supporting Backend

Cash Handling

Stock Count Process

Safety process

Fire & Health process

Offer segrification

Fire Panel Monthly Checklist

Monthly Checklist

Price checklist

Internal Audit For

Operation support

Fault identification

SKILL SETS

Confident
Good Listener
Good Communication Skill
Patience

ADDRESS

No.114/132 Sadras Road,
Thirukkalukundram
Chengalpattu district-603109

GLOBAL DESI:

2015 to 2019

- Carried out day-to-day duties accurately and efficiently.
- Learned new skills and applied to daily tasks to improve efficiency and productivity.
- Running Promo Performance Report
- Salethru Report & Space productivity Report
- Floor Mangement
- Category Wise Sales Comparison & Contribution Report
- Global Count
- Stock Handling
- Best Sales Super Star Award in 2015
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Improved operations through consistent hard work and dedication.
- Offered friendly and efficient service to customers, handled challenging situations with ease.
- Worked within applicable standards, policies and regulatory guidelines to promote safe working environment.
- Maintained excellent attendance record, consistently arriving to work on time.
- Drove operational improvements which resulted in savings and improved profit margins.

INTERESTS

Interacting with different people.

Travelling.

Photography & Cinematography.

Music and Movies

Technical Qualification

MS – Excel

Photo Editing In Mobile

MS – Word

EDUCATION

◆ C.S.I. Kellet Higher Secondary School

2007 – 2008

Secondary School Leaving Certificate (SSLC)

◆ Aalim Muhammed Salegh College

2009 – 2011

Diploma in Electrical & Electronics Engineering

FASHION CONSULTANT

India 2012 - 2015

- ☐ Learned new skills and applied to daily tasks to improve efficiency and productivity.
- ☐ Suggestive Selling
- ☐ Carried out day-to-day duties accurately and efficiently.
- ☐ Collaborated with team members to achieve target results.
- ☐ Identified issues, analyzed information, and provided solutions to problems.
- ☐ Demonstrated respect, friendliness, and willingness to help wherever needed.
- ☐ Resolved problems, improved operations, and provided exceptional service.
- ☐ Participated in continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork.
- ☐ Participated in team-building activities to enhance working relationships.
- ☐ Improved operations through consistent hard work and dedication.
- ☐ Managed team of employees, overseeing hiring, training, and professional growth of employees.
- ☐ Drove operational improvements which resulted in savings and improved profit margins.
- ☐ Adhered to social distancing protocols and wore mask or face shield.
- ☐ Onboarded new temps by entering employee information into systems..
- ☐ Increased customer satisfaction by resolving issues.
- ☐ Exceeded goals through effective task prioritization and great work ethic.

- Learned new skills and applied to daily tasks to improve efficiency and productivity.
- Carried out day-to-day duties accurately and efficiently.
- Identified issues, analyzed information, and provided solutions to problems.
- Proved successful working within tight deadlines and fast-paced atmosphere.
- Worked with customers to understand needs and provide excellent service.
- Offered friendly and efficient service to customers, handled challenging situations with ease.
- Increased customer satisfaction by resolving issues.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Delivered services to customer locations within specific timeframes. plans and communicated deadlines to complete projects on time.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Actively Created listened to customers' requests, confirming full understanding before addressing concerns.
- Developed and implemented performance improvement strategies and plans to promote continuous improvement.
- Completed paperwork, recognizing discrepancies, and promptly addressing for resolution.