

HAFIZ ROSHAN

CUSTOMER RELATION OFFICER



CONTACTS

0501677065



hafizrshn@gmail.com



Al Qusais, Dubai, UAE



ABOUT ME

Dedicated Customer Service In-Charge with 5+ years of experience in fast-paced retail. Skilled in team leadership, implementing service strategies, and enhancing customer satisfaction and loyalty. Eager to leverage my expertise in customer relations and problem-solving, and operational management to contribute to the continued success of Lulu Hypermarket and deliver exceptional service standards

SKILLS

- Leadership
- Communication
- Customer Focus
- Organizational Skill
- Decision-Making
- Tally ERP
- Microsoft 365, Outlook

PERSONAL DETAILS

Date of birth
16 May 1997

Nationality
Indian

Visa status
Visit Visa

WORK EXPERIENCE

Customer Service In-Charge, Lulu Hypermarket, Qatar
Jan 2021 - Jan 2024

- Manage Customer Service Team.
- Customer Issue Resolution.
- Service Quality Monitoring.
- Training and Development.
- Operational Coordination.
- Inventory and Supplies Management.

Cashier and Sales, Lulu International Hypermarket, Qatar
Jan 2019 - Jan 2021

- Managing transactions with customers using cash registers.
- Scanning goods and ensuring pricing is accurate.
- Collecting payments whether in cash or card payment.
- Redeem stamps and coupons

Tele Marketing Executive, Torra International, India
Jan 2017 - Jan 2018

- Conduct Outbound Calls.
- Script Adherence.
- Lead Qualification.
- Data Entry and Management.
- Sales Target Achievement.
- Customer Follow-Up

EDUCATION

Bachelor of Commerce, Ansar College Arts, India
2019

Higher Secondary Commerce, ISS, India
2015

SSLC, DHO HSS, Ponnani
2012

LANGUAGES

English

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