

M. MOHAMED MARUVAN ALI

Dubai
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SUMMARY

Energetic employee well-versed in strong communication and organisation skills. Seeks solutions to problems and applies extensive analytical knowledge to findings. Adept at multi-tasking, leading group discussions and managing projects. Solid understanding of training and mentoring employees. Dedicated team player, proactive and hands-on in task completion. Enthusiastic Supervisor with knowledge of resolving customer problems. Works to increase success through effective work strategies and customer service.

EXPERIENCE

Aswaaq hypermarket - Section Supervisor

Dubai, UAE

02/2020 - Current

- Supervised daily operations, increased workflow efficiency
- Maintained high-quality standards with rigorous quality control measures
- Handled customer complaints efficiently, improved customer satisfaction level
- Improved team productivity by implementing efficient work schedules
- Managed inventory with careful planning and organisation
- Conducted regular training sessions for enhanced staff performance
- Organised team meetings to discuss progress and setbacks effectively.

Al Rayyan Supermarket - Supermarket Cashier

Riyadh, Saudi Arabia

05/2018 - 10/2019

- Greeted customers entering store and responded promptly to customer needs
- Enhanced customer satisfaction by offering prompt and courteous service
- Processed transactions for smooth checkout experiences
- Managed cash drawer with precision to ensure accurate accounting
- Assisted customers in locating products for improved shopping experiences
- Handled customer complaints professionally, maintaining positive store reputation.

SYSTEMATIC SKILLS

- MS OFFICE
- NAVIGATION
- SAP

PERSONAL INFORMATION

- Visa : Employment visa
- Age : 28
- Martial status : single
- Date of birth : 30/04/1996
- Nationality : Indian.

SKILLS

- Customer service excellence
- Product knowledge
- Cash handling proficiency
- Sales forecasting
- Staff training and development
- Inventory management
- Retail operations understanding
- Quality control management
- Vendor relationship management
- Health and Safety Compliance

CERTIFICATIONS

- Dubai Way Service Ambassador
- Customer Service Excellence Award
- PIC

EDUCATION

03/2015

Haji Sheik Ismail Polytechnic College

Tamilnadu, India

Diploma Of Higher Education: :

Mechanical

Graduation Status: Graduated with distinction