

SHABBIR PARVIZ AKTAR

Store Supervisor/Cashier

Seeking a Front Store Supervisor position in the Retail Industry to leverage extensive experience in customer service, cashier operations, team supervision, and inventory management to deliver exceptional customer experiences and contribute to operational excellence. Proven ability to drive sales, ensure smooth store operations, and maintain a positive and productive work environment. Eager to contribute to a company's growth by exceeding customer expectations and achieving business objectives.

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PROFESSIONAL SUMMARY

- Proven Front Store Supervisor with expertise in customer service, cashier operations, team supervision, and inventory management. Possesses a strong understanding of retail operations, sales techniques, and customer service best practices.
- Successfully managed teams, delegated tasks, and provided training to ensure smooth workflow and adherence to operational procedures.
- Proficient in handling cash, check, and credit card transactions, ensuring accurate and efficient processing of customer payments.
- Skilled in inventory control, stock management, and ordering procedures to maintain optimal stock levels and minimize product shortages.
- Demonstrated ability to drive sales, promote products, and achieve sales targets through effective upselling and cross-selling techniques.
- Excellent communication, interpersonal, and problem-solving skills, with a proven ability to resolve customer issues and ensure satisfaction.
- Adaptable and flexible, with a willingness to work extra shifts to meet business demands and ensure operational efficiency.

TECHNICAL SKILLS

Cash Handling Inventory Management Customer Relationship Management (CRM) Microsoft Office Suite Sales Techniques
Visual Merchandising Loss Prevention Safety Procedures Data Entry

WORK EXPERIENCE

Cashier/Shop in Charge

AMMA Dental X-Ray Centre (Kundapura.) (Sep 2020 - Present)

Responsible for managing all aspects of the front desk operations, including patient reception, appointment scheduling, payment processing, and cash management. Provided excellent customer service, addressed patient inquiries, and ensured smooth patient flow.

- Managed all front desk operations, including patient reception, appointment scheduling, and processing payments.
- Oversaw cash management, accurately processing cash, check, and credit card transactions, and prepared daily financial reports.
- Provided exceptional customer service, addressed patient inquiries, and resolved issues efficiently.
- Collaborated with medical staff to ensure smooth patient flow and a positive experience.
- Maintained accurate patient records, updated information as needed, and ensured confidentiality.

Achievements:

- Successfully streamlined appointment scheduling processes, reducing patient waiting times and improving overall efficiency.
- Maintained a consistent record of accurate cash handling and financial reporting, ensuring the integrity of financial transactions.

Cashier/Shop in Charge

M/s KMF Traders (Super Market Grocery Shop) (Kundapura, Karnataka) (Jan 2011 - Aug 2020)

Responsible for overseeing daily operations, managing a team of cashiers, ensuring accurate cash handling and inventory control, and providing exceptional customer service in a fast-paced supermarket environment.

- Supervised and coordinated daily operations of a high-volume supermarket, ensuring smooth workflow and efficient customer service.
- Managed a team of cashiers, providing training, guidance, and support to optimize performance and enhance customer satisfaction.
- Operated cash registers, processed cash, check, and credit card transactions accurately and efficiently, and maintained meticulous transaction records.
- Assisted customers with product inquiries, provided recommendations, and resolved customer issues promptly and courteously.
- Maintained a clean, organized, and well-stocked store environment, ensuring product availability and visual appeal.
- Collaborated with management to implement sales promotions, optimize product placement, and enhance overall store profitability.
- Monitored inventory levels, identified stock discrepancies, and placed orders to maintain optimal product availability and minimize stockouts.

Achievements:

- Successfully implemented a new inventory management system, resulting in improved stock accuracy and reduced shrinkage.
- Consistently received positive customer feedback for exceptional service, demonstrating a strong commitment to customer satisfaction.

Store in Charge / Production Supervisor

M/s Regent Steel Door Industries (Sharjah, U.A.E) (Oct 2004 - Oct 2010)

Responsible for overseeing store operations, inventory management, and production supervision. Supervised the fabrication of various steel products, ensured timely material procurement, and maintained a safe and efficient work environment.

- Managed inventory control and material handling processes, ensuring efficient flow of materials from receiving to production and storage.
- Supervised and coordinated production activities, overseeing fabrication of gates, staircase railings, and window grills to meet quality and production standards.
- Maintained accurate inventory records, tracked material usage, and conducted regular stock checks to minimize discrepancies.
- Collaborated with suppliers to procure materials, negotiate pricing, and ensure timely delivery of supplies.
- Implemented safety protocols and maintained a safe working environment for all personnel in the store and production areas.

Achievements:

- Improved inventory accuracy by 15% by implementing a new barcode scanning system.

- Streamlined production processes, resulting in a 10% reduction in production lead time for gate fabrication.

Cashier/Shop in Charge

M/s Parijatha Industries (Restaurant, Bakery, and Lodge) (Kundapura, Karnataka) (Mar 1994 - Aug 2004)

Responsible for providing excellent customer service, processing transactions accurately, and maintaining a clean and organized work environment in a fast-paced restaurant and bakery setting.

- Operated cash registers, processed customer transactions accurately and efficiently, and maintained accurate cash handling procedures.
- Provided friendly and attentive customer service, addressed inquiries, and resolved customer issues professionally.
- Assisted in maintaining a clean and organized work area, ensuring a positive customer experience.
- Collaborated with team members to ensure smooth operations, including order taking, food preparation, and customer service.

Achievements:

- Received consistent recognition from customers and management for outstanding customer service and positive attitude.
- Maintained a perfect cash handling record, demonstrating accuracy, integrity, and attention to detail.

EDUCATION

Bachelor of Commerce (2010 - 2013)

Daksha University, Bangalore

Diploma in Electrical (1990 - 1992)

Indian Technical Institute, Kundapura

SKILLS

Core Competencies: Customer Experience Management, Retail Operations, Team Leadership & Supervision, Inventory Control & Management, Sales & Customer Service

Soft Skills: Communication, Customer Service, Teamwork, Problem-Solving, Leadership, Time Management, Adaptability, Attention to Detail, Salesmanship, Inventory Control

HOBBIES

Traveling, Photography, Reading, Farming

LANGUAGES

English, Kannada, Urdu, Hindi, Tulu