**Professional Summary**

Customer service professional seeking a management role. Skilled in training staff and establishing reports with clients. Self-motivated with exceptional communication and computer capabilities. Friendly Sales associate adept at working in diverse retail and customer service environments. Motivated customer service specialist with over two year’s retail experience in a fast-paced, team-based environment. Resourceful and quick-thinking years in warehouse and inventory management. Improves shipping and receiving efficiency and accuracy by applying strong leadership skills. Skilled well-versed in warehouse operations, shipping and logistics. Exceptional organizational skills and strong attention to detail. Reliable and hardworking warehouse operator committed to getting each job done as quickly, efficiently and safely as possible.

**Skills**

* Creative problem solver
* Exceptional communication skills
* MS Windows proficient
* Typing
* Strong client relations
* POS systems expert
* Fast learner
* Accurate and detailed
* Flexible
* Works well under pressure

**Work History**

Job title : Warehouse Supervisor & customer service executive

Employer : H&H Tyres

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Start date : September 2011

End date : august 2013

* Redirected shipments en route in response to customer requests.
* Loaded products weighing up to pounds onto trailers for delivery.
* Processed shipments
* Loaded and unloaded pieces into boxes for shipment.
* Maximized sales by shipping on time and accurately.
* Trained staff on material handling processes to reduce shipping times.
* Built a motivated warehouse team of nine well-trained staff.
* Forecasted manpower requirements based on daily workload and company targets.
* Received, stored and shipped goods and materials.
* Cleaned and maintained the warehouse in compliance with safety standards.
* Stocked, staged and transported goods.
* Verified computations against physical count of stock.
* Unloaded cargo from truck with hand trucks and pallet jacks.

Job title : Customer Service Assistant & Counter Assistant

Employer : Sainsbury’s (Retail Supermarket)

Employer location : Victoria, London, England

Start date : February 2010

End date : August 2011

Working on the checkouts, Customer Service Assistants are 'the face of Sainsbury's'. Greeting customers with a friendly smile and a pleasant word they make sure their shopping is processed, packed and paid for without unnecessary delays. Previous checkout experience would be fantastic but it's not essential, more important will be the way you are with customers, good communication skills and the desire to give everyone an enjoyable shopping experience.

* Operated a POS system to itemize and complete an average of customer purchases.
* Earned management trust by serving as key holder, responsibly opening and closing store.
* Communicated with vendors regarding back order availability, future inventory and special orders.
* Answered product questions with up-to-date knowledge of sales and store promotions.
* Developed reputation as an efficient service provider with high levels of accuracy.
* Served as the main liaison between customers, management and sales team.

Job title : Data Entry Operator

Employer : HI Distributors (Idea Cellular Limited)

Employer location : India

Start date : July 2007

End date : September 2009

* Entered numerical data into databases in a timely and accurate manner.
* Scanned documentation and entered into the database.
* Produced monthly reports using advanced Excel spreadsheet functions.
* Added new material to file records and created new records.
* Organized forms, made photocopies, filed records and prepared correspondence and reports.
* Compiled quarterly budget reports, financial spreadsheets and organizational charts to Improve office organization.
* Recorded and filed employee benefit, salary and annual evaluation information.
* Assisted with receptionist duties, file organization and research and development.

**Education qualification**

**Secondary School Certificate (2004) : Crown International High School**

**Board of Intermediate (2007) : M S Junior College**

**Diploma in Business Studies (2011-2012) : City Business College (London)**

**Personal Details**

Marital Status : Married

Nationality : Indian

Languages Known : English, Urdu and Hindi.



**Gulfjobseeker.com CV No:** **1463322**