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**Objectives**

 Seeking a suitable position with a prestigious organization that will use my skills and abilities in its process of growth while giving me an opportunity to enhance my knowledge and career as well as where my existing skills in customer service can be utilized, and the ability to acquire new skills will advantage any company I work for.

**Work Experience**

Company : Retail Global Fashion L.L.C UAE

Position : Floor Supervisor

Period : Nov 2014 to till date

**JOB DESCRIPTION:**

* Managed the outlet & achieved the business objectives & goal set by the Management.
* Responsible for achieving the sales turnover in line with the target set by the Management.
* Convincing and giving awareness of the product to the customer
* Catering to customer queries and resolving complaints regarding sales and service.
* Prepare daily / weekly / monthly sales and stock report for the management along with suggestions for future actions.
* Ensured that proper merchandising & visual merchandising standards are maintained.
* Carried out Events & Promotions in the showroom and made sure that all POS materials are displayed effectively.
* Motivating the Team.
* Handling Inventory procedure.
* Attendance.

Company : Retail Global Fashion L.L.C UAE

Position : Inventory Supervisor

Period : May 2012 to Oct 2014

**Key Responsibilities**

* Check for Delivery Order (DO) Summary.
* Receiving, unpacking, processing, organizing, and storing merchandise.
* To process merchandise as per the store requirement and to relocate merchandise as per the business requirements.
* Check merchandise and supply deliveries for accuracy, verifying that quantities received match delivery orders and other related documents.
* Report for any on arrival damage item.
* Inform about any short or excess item received to the concerned department.
* Transfer stock to other location as per the instruction.
* To ensure that products are easily accessible, visually appealing, and constantly available.
* Maintaining file for all the in-house damage items and clearing it in the presence of authorized person.
* To manage the inventory of merchandise and supplies in a timely and

organized manner.

* To maintain proper co ordination with other staff.
* To resolve all the inventory related issue.
* To maintain the entire audit checklist.

Company : Vodafone Telecommunication, Mumbai

Position : Customer Support Associate

Period : Jan 2010 to Feb 2012

**Key Responsibilities**

* Attending the customers queries
* Provide the new connection
* Converting prepaid customers to post paid.
* Sim card exchange in the case of lost and damage.
* Informing customer about new promotions and offer.
* Focus on retention of customers.

**ACADEMIC QUALIFICATION**

 Graduation : Bachelor of Arts, 2007

 College : St. Paul’s Cathedral Mission College, Kolkata

 Senior Secondary : WBHSE, 2004

 College : St. Paul’s Cathedral Mission College, Kolkata

 High School : ICSE-Carmel Convent School ,2002 Madhupur

**Other Qualification**

* Computer Basics.
* Safety-First Aid- Disaster Management from Indian Red Cross Society, during the year 2009.

**Interpersonal Skills:**

* Efficient, fast learner and flexible with the ability to finish task on time, can work under pressure.
* Good communication skill.
* Reliable employee that valued hard work, integrity and patience.
* A good and productive employee, dependable and self-motivated.
* Excellent team player with respect for multi cultural diversity.

**Personal Details**

Date of Birth : 27th July, 1984

Languages Known : English, Urdu, Hindi and Bengali

Marital Status : Single