**Mohammed.294382@2freemail.com**

**Mohammed**

With over 3 years of experience , I believe I have all the capabilities required for becoming an integral part of your team.
For the past 2 years I have been associated with FATHIMA GROUP OF COMPANIES which is one of the oldest companies in U.A.E which explains its excellent relationships with customers and the strong brand recognition of the group. In my current position as a Sales Associate, I am responsible for generating sales, maintaining outstanding customer service, merchandising products, Billing & supporting the in-house store management team.

**Work Experience**

**Data Entry Clerk**

**Famous Motors**

Hyderabad

March October 2012 to December 2013

* Verifies entered customer and account data by reviewing, correcting, deleting, or reentering data; combining data from both systems when account information is incomplete; purging files to eliminate duplication of data.
* Secures information by completing data base backups.
* Enters customer and account data by inputting alphabetic and numeric information on keyboard or optical scanner according to screen format.
* Maintains customer confidence and protects operations by keeping information confidential.

**Sales Associate/Cashier**

**Fathima Group Of Companies**

Abu Dhabi

March 2014- April 2016

• Maximize and contribute to sales within the store through exceptional customer service and retail experience

• Shop Keeping and Store Standards

• Ensure all stock is laid out and displayed according to standard layout norms (product placement, signage, arranged in order from smallest to largest, hanged items must be steamed, brand wise, size wise etc)

• Ensure all products are price tagged and bar-coded before display

• Ensure correct rotation of stock on shelves and assist in accurate stock counts as per store requirements

• Ensure all stock administration (stock count, inter branch transfer, dispatch and delivery) are recorded on the system in time, accurately and correctly categorized

• Ensure the highest standards of housekeeping standards and grooming etiquettes are maintained in store at all times

• Give accurate and current information about the product for all inquiries

• Understand the returns policy and ensure effective implementation

• Help store merchandiser and/or store manager in product placement and arrangement

• Maintain a clean and well-organized back- stock area and keep the employee break area neat and tidy

• Operate as a cashier and be consistently accurate in money handling.

• Understand and utilize all reports required for the day to day functioning of each store

• Carry out linked selling i.e. understand the customer’s need and close the deal

• Store Merchandise / Merchandising

• Maintain a detailed knowledge of the merchandise/ products stocked in the store

• Ensure promotions and fast selling lines are featured in the store

• Provide information about the customers (likes, dislikes and opinions) to the dept incharge

• Ensure effective stock replenishment to the store and assure continuous stock availability,

• Responsible for greeting and meeting all customers promptly and politely as they enter the store•

**Education**

**Intermediate**

**Accounts crash diploma (1 month)**

**Hardware Peripherals & Networking (3 months)**

**Skills**

Customer service, Retail Sales, Data Entry, Microsoft Office, Cashering , Computer POS Merchandising.

**Languages**

English, Arabic, Hindi, Urdu.

**Certifications**

**Front Line Associate Program**

* Trained on retail concepts used in supermarkets and hypermarkets.
* Standard operating procedures.
* Customer service.
* Inventory control.

**Computer Skills**

Adobe Photoshop & HTML

Operating Systems

MS Office (All Versions)