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| New_logoContact HR Consultant for CV No: **2096994**E-mail: response@gulfjobseekers.comWebsite: <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php>  |

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**EXPERTISE**

*Customer Service*

*Telephone Call Handling*

 *Team Management*

*Operations Management*

*IT Skills*

 *Report Writing*

CAREER ST AT EMENT

*“I feel that my greatest strengths are firstly my ability to provide effective line management to all the retail staff who I am responsible for. Secondly my skill at improving efficiencies of retail trading operations to maximize revenue, thereby help to*

*ensure that all sales targets are met. Thirdly my real passion*

*for the retail industry as a whole which allows me to spot trends and changes in retail operating requirements before they become mainstream”.*

**PE RSONAL SUMMARY**

A creative and highly motivated individual who has the passion for retail industry and possesses an uncompromising commitment to quality and outstanding customer service. Having a proven track record of maximizing retail sales by providing an enjoyable shopping experience to customers, and a comprehensive management planning and support service to all retail staff. Able to create a unique experience for customers by giving them easy access and guidance to all store departments.

***T. Choithram & Sons LLC-Dubai, UAE***

**S T O R E K E E P E R** ***Dec. 2 016 – Until present***

Under the direction of the Assistant Store Manager, administers the operations of the store. Receives, verifies and sells merchandise. Maintains direct contact with suppliers and vendors. Prepares purchase requisitions and goods returns. Maintains inventory, files and reports.

 Receives, identifies and verifies merchandise as to quality and quantity.

 Maintains inventory. Prepares purchase requisition for the replacement of stock and special deliveries.

 Prepares reports and communicates with the logistic

 department.

 Coordinates inter-branch stock transfer of goods and equipments.

 Maintains files appropriate to the activities of the store, such as delivery invoices, goods return vouchers, expenses, damaged & wastage, stock transfers, delivery notes, purchase orders & etc..

 Prepares & files complaints on unsatisfactory deliveries.

Maintains safe working conditions & procedures.

 Stores supplies & equipments in store rooms. Ensures cleanliness.

***T. Choithram & Sons, LLC-Dubai, UAE***

**CUSTOMER SERVICE SUPERVISOR** ***Oct. 2 013 – Dec. 2016***

Responsible for supervising the day-to-day operation of the customer service department, setting customer service standards, and launching initiatives to hit sales targets. As well as developing and motivating a team, whilst ensuring everyone adheres to company policies and procedures.

 Driving operational, visual and customer service standards in store.

 Implementing store compliance to health and safety procedures.

 Maximizing sales through effective merchandising and marketing.

 Monitoring and reviewing staff’s performance on a regular daily, weekly and monthly basis.

 Work with management on customer service initiatives.

**PERSONAL SKILLS**

*Deadline Led Time Efficient Decision Making An Eye for Detail*

*Excellent Communicator Tactful & Articulate Problem Solving*

**PROFESSIONAL**

*Person-In-Charge Level-3*

*Certified Merit Holder (Highfield Awarding Body for Compliance)*

*English speaker*

*Jewelry Appraiser*

 *Telephone Operator*

 *Teller/Cashier*

*Merchandiser*

***T. Choithram & Sons, LLC-Dubai, UAE***

**FLOOR SUPERVISOR** ***Sep. 2011 – Oct. 2013***

***Farm Superstores – Dammam, Saudi Arabia***

**RETA I L S U P E R V I S O R** ***Jan 2 009 – April 2011***

**KEY COMPETENCIES AND SKILLS**

***Retail***

 Quickly responding to customer complaints, requests and comments.

 Brand Integrity and market awareness.

 Developing customer service procedures, policies & standards.

 Driving operational, visual and customer service standards in store.

 Commercial & Business awareness.

 Able to come up with new ideas.

 Comprehensive knowledge of all relevant health and safety issues.

 Ability to organize & prioritize workload within the retail setting.

 Effectively maintaining stock levels and ensuring the quality of supplies.

 Always putting the customer first.

***Managerial/Supervisorial***

 Analyzing and researching trends within the retail sector.

 Personally ambitious and achievement focused.

 Putting customers at the heart of all decisions.

 Managing stressful situations.

 Able to tactfully deal with difficult customers.

 Enforcing strict rules and regulations in the workplace.

 Clearly communicating corporate information to staff.

 Strong organizational capabilities.

 Selecting, building relationships with and managing suppliers.

 Implementing marketing strategies.

***Personal***

 Possessing a professional, focused and understanding attitude towards customers.

 Committed to continuing education and training.

 Ability to respond quickly to emergencies.

 Able to work closely with other retail professionals as part of a team.

 Strong influencing and communication skills.

 Ability to pick up new skills and knowledge quickly.

 Having a flexible attitude and positive approach.

 Ability to concentrate for long periods.

 Responsible attitude & willing to undertake additional professional responsibilities at branch store levels or higher.

 Willing to work on evenings, early morning and weekends.

**ACADEMIC QUALIFICATIONS**

***Cebu Institute of Technology - University 1992 - 1997***

Bachelor of Science in Mechanical Engineering

***University of San Jose - Recoletos 1986 - 1990***

Secondary Education

REFERENCES – Available on request.