



MUHAMMED SHABAB.A

ABOUT

To be part of progressive organization which I can contribute my knowledge and skills as well gain experiences for the advancement of any career and development of my potential, abilities work effectively with people acquire fulfillment in the field I have choose.

CONTACT

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PERSONAL INFO

D.O.B: 23-04-1997

Passport No: V3341013

Visa status: Visit visa

Visa expiry: 02-09-2022

Nationality: Indian

PROFESSIONAL SKILLS

- Customer assistance
- Experience Brand awareness
- Enthusiastic communication
- Processing payments
- Active selling
- Excellent timekeeping
- After-sales care
- Customer assistance

EDUCATION

HIGHER SECONDARY

*Puthyangadi jamath
higher secondary school
2013 - 2015*

BACHELOR OF BUSINESS ADMINISTRATION

*CALICUT UNIVERSITY
2015-2018*

WORK EXPERIENCE

SALES ASSISTANT, CASHIER, CUSTOMER SERVICE SUPPORT

MYFONE, Kerala, India | 01/2019 to 09/2021

- Assisted customers with signing up for store loyalty Programs and provide details about key benefits.
- Met customers and offered assistance with selecting merchandise, finding accessories and completing purchases.
- Accepted and processed cash, cheque, card and mobile payments.
- Received and processed product returns.
- Addressed customer enquiries and concerns to facilitate decision-making and minimize anxiety or hesitation.
- Provided service with a smile, offering courteous, helpful advice to best-meet customer needs.
- Managed sales and optimized each step of sales process.
- Entered and processed orders from online (such as email, WhatsApp).
- Arranged attractive and creative displays to catch the eye of incoming customers and encourage sales.
- Monitored product samples and maintained clean and engaging showroom displays.

SALES PROMOTER

SAMSUNG INDIA ELECTRONICS PVT LTD Kerala, India

02/2019 to 07/2019

- Answered customer questions and resolved service issues in a timely manner.
- Interacted and engaged with customers, providing guidance and product insights to influence purchase decision.
- Used outstanding communication and interpersonal skills to quickly build positive customer relations for effective deal closing.
- Learned new products thoroughly and stayed current on changing company and competitor offerings.
- Promoted products, distributed samples and shared informational packets highlighting key features.
- Answered questions about products and features.
- Consulted with customers to understand their needs and suggest the best fitting products.

LANGUAGE

English, Malayalam, Hindi