

Austine Mathews

Retail Operations Expert

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United Arab Emirates



SUMMARY

I am an experienced retail professional with 5 years of experience, strong customer service skills, and proven sales growth, seeking exciting opportunities to utilize my skills and abilities in an organization that offers professional growth. My skills include excellent customer service, effective communication, strong team management and leadership, the ability to work in fast-paced environments, and expertise in inventory management and visual merchandising. I am adept at understanding customer needs, providing tailored recommendations, and ensuring a positive shopping experience. I am passionate about the retail industry and enjoy the dynamic nature of the job.

EXPERIENCE

Retail Operations and Product Expert

Jackys Retail L.L.C - Samsung Brand Stores 08/2022 - 06/2024 Dubai

- Supervise and support store staff, ensuring efficient and effective operations. Prepare and submit sales, inventory, and other operational reports.
- Maintain in-depth knowledge of the products, including features, benefits, and usage. Help customers with product information, recommendations, and purchasing decisions.
- To be responsible in creating the energy and excitement around various Samsung products within customers.
- Perform other duties in store like handling cashier duties by taking cash or cards in exchange for goods sold. Educate store staff on product details to ensure they can assist customers effectively.
- Ensure high standards of customer service, addressing complaints and resolving issues promptly, which helps to turnover every walk in customer into a loyal Samsung customer.
- Oversee inventory levels, manage stock replenishment, and ensure products are displayed correctly. Gather and analyze customer feedback to inform product improvements and inventory decisions.

Retail Sales Officer

Eros Electricals 04/2021 - 07/2022 Abu Dhabi

- Professionally explain and demonstrate our products, services, features, and benefits relating to customer needs.
- Maintain in-depth knowledge of the products, including features, benefits, and usage. Create a positive sales or buying experience to the customers.
- Responsible for achieving monthly sales targets given by the manager.
- Handle cashier duties by taking cash or cards in exchange for goods sold.
- Deal with customer complaints. Provide courteous and professional customer service.
- Check the unit for service, identify the defects, and send it to the service centre.
- Manage product returns and exchanges. Monitor all the stocks by doing the inventory.

IT Sales Advisor

Lenovo India 06/2019 - 01/2021 Cochin, Kerala

- Advise customers on IT products and services based on their needs, providing detailed information on features, benefits, and potential solutions.
- Maintain up-to-date knowledge of the latest IT products, technologies, and industry trends to provide accurate and relevant advice.
- Conduct sales presentations and product demonstrations to potential clients, highlighting key features and benefits.
- Assess customer needs through consultations, understanding their business requirements to recommend suitable IT solutions.
- Provide pre-sales and post-sales technical support to customers, addressing any questions or concerns.
- Build and maintain strong relationships with customers to foster loyalty and repeat business.
- Conduct market research to identify new sales opportunities and stay informed about competitors.

EDUCATION

Master of Business Administration in Retail Management

Bharathiar University
06/2021 - Present Tamil Nadu

Bachelor of Computer Applications

University of Calicut
06/2016 - 04/2019 Kerala

LANGUAGES

English	Native	
Arabic	Beginner	
Hindi	Advanced	
Malayalam	Native	

SKILLS

Team Management	Visual Merchandising	
Emotional Intelligence		
Customer Relationship Management		
Conflict Management	Relationship Building	
Product Knowledge	Flexibility	Adaptability
Leadership		

Technical Expertise

SAP	ERP	ORACLE	My SQL	CRM
Microsoft Office	Mac OS	Windows OS		

Driving License

Light Vehicle - 2772615

PASSIONS

- Adventurous sports
- Music