MOHAMMAD DANISH

CUSTOMER SERVICE

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PROFESSIONAL SUMMARY

Friendly and enthusiastic office all-rounder with several years of experience, energy, and determination to succeed. Able to learn new tasks quickly and proficient in growing key customer relationships. Represent the establishment with a friendly, professional demeanor all the time. Excellent communicator, with great customer service skills, with a reliable and solid work ethic.

WORK EXPERIENCE

Customer Service   **June 2022 - Present**

Virgin Megastore (Azadea Group, Dubai, UAE)

- Greet the customers with a genuine smile, decent eye contact, positive attitude and helped with customer queries.
- Scan and process merchandise, ensuring correct prices and quantities.
- POS knowledge & experience in sales transactions Process.
- Handle cash transactions and provide accurate change to customers.
- Assist customers with finding products and answering their inquiries.
- Maintain a clean and organized checkout area.
- Process returns and exchanges in accordance with company policies.
- Collaborate with other team members to achieve store targets and ensure customer satisfaction.
- Approach the customer either by complimenting them or using a friendly approach to initiate a conversation.
- Offer alternatives when the product they are looking for is not available.
- Preparing daily cash/reconciliation reports according to Company policy and procedure.
- Report any captured discrepancies to the supervisor or Operations Manager.
- Prepare discrepancy reports as well as all supporting documents whenever there is an issue noticed in the cash.
- Scan items, register sales, and process transactions using the required mode of payment.
- Communicate proper rates and denominations of currencies to customers.
- Conduct security checks for currency when necessary.
- Assist customers in a professional and timely manner, providing excellent customer service at all times.
- Install, check, and manage the cash unit, returning it at the end of each day.
- Take full responsibility for the security of their designated counter, cash, and other valuables.
- Ensure bags, card machines, and stationery are constantly available at the cash counter.
- Follow the opening, closing, and cash reconciliation procedures.

- Generating daily reports of sales, cash transactions, and other financial data, ensuring their accuracy and completeness.
- Use various sales techniques such as upselling/suggestive/cross selling/link selling.
- Take note of the customer's order when the product they are looking for is not available.
- Maintains the basic procedures of customer service inside the store such as follow-up on the orders for the customers, and following the right procedures of passing the customer complaints or challenges through the right channel to the experienced employees on the shop floor.
- Supports in receiving stocks and assists in registering the right records on stocks, Receive & count it physically and electronically in order to ensure the accuracy of the information, and inspect its quality to report discrepancies.
- Assist in completing the replenishments of products inside the store.
- Support in maintaining records of non-moving products and passing the report to the senior sales.
- Participate in the inventory of products and report the end-of-day inventory status to the Shop Manager.
- Answering questions regarding procedures and resolving issues that may arise on receipts, deliveries, warranties, repairs, and surplus supply.
- Follow the safety procedures like an emergency action plan and fire alarm system awareness. Works with the Loss Prevention and Safety Specialist in the reporting/communication of incidents, accidents, and investigations involving customers, employees, service participants, and other volunteers to the retail leadership.
- Perform critical inventory tasks to ensure the correct number of items are in stock & Maintain updated and accurate records of inventory.
- Know what are the newness items and bestsellers per category.
- Know product availability and range (price, styles, colors, sizes, trends).
- Give feedback to the manager on the sales performance of the products. Attend relevant product knowledge training sessions Sales & Customer Service.
- Ensure all promotional materials are up to date and clearly visible. Know the active marketing promotions that are running.
- Help and support in Ecommerce or Online daily operations.

Customer Service Assistant   **April 2016 – February 2021**

Sidra Store (Woqod Qatar Fuel, Doha, Qatar)

- Should have sufficient knowledge of the products within their assigned section/ category.
- Provide correct and accurate information about the products to the customer.
- Open and Closing-Shifting in POS, Petty cash counting and reconciliation, Process sales transactions. Accept payments, Calculate and return change when required by the payment method.
- Reconcile cash drawers and sales receipts, Report issues with equipment, manage transactions with customers using cash registers, Scan goods, and ensure pricing is accurate.
- Perform basic administrative tasks, e. g. photocopying, and filing. Maintains proper record keeping and filing system for all work orders, preventive maintenance checklist, and manages office supplies/inventory for the team.

- Provides ongoing administrative support for retail operations. To make cash flow, to timely spot-check, Need to Open /Close the shift and make a summary of the whole day's sales of the Store.
- Answer and respond to all voicemail, phone, email, and walk-in inquiries and direct them through the appropriate channel.
- Excellent knowledge of Excel, Tally, MS Word, ERP software, Oracle, Outlook, Mail, Google Meetings, etc.

EDUCATION

Ranchi University (Marwari College)   JULY 2013 – MAY 2015
MBA (Finance & Marketing)

Ranchi University (ST. Xavier's College)   JULY 2009 – MAY 2012
B.COM (Account Hons.)

SKILLS

- Language: English, Hindi, Urdu, Basic Arabic.
- Software: Excel, MS-Word, PPT, Tally, VLOOKUP, SUM, SUMIF/SUMIFS, COUNT, COUNTIF/COUNTIFS, Pivot Tables, Data Filters, Data Shorting, Cell Formatting, Managing Page Layout, Dashboard, Macros.
- Programming: Oracle, Optimus, Elvis.