



# ABDUL SATTAR

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DOB 13.01.1997

## Objective

Enthusiastic and detail-oriented recent graduate with strong interpersonal skills and a passion for customer service. Eager to apply my academic knowledge and communication abilities in a Sales Assistant role. Committed to delivering excellent service, learning from experienced colleagues, and contributing to a positive store environment.”

## Experience

### AL NOOR GROUP

JAN 2017 - DECEMBER 2019

CASHIER Cum sales Associate

#### 1. Customer Service

GREET CUSTOMERS: Welcome and assist customers as they enter the store.

Address Inquiries: Answer questions about products, services, and store policies.

Handle Complaints: Resolve customer issues and complaints professionally and effectively.

**2. Sales and Transactions Process Sales**: Operate cash registers or point-of-sale (POS) systems to complete transactions.

Promote Products: Suggest and upsell additional products or services to increase sales.

Manage Returns/Exchanges: Handle returns and exchanges according to store policies.

#### Cash Management

Manage Cash Drawer: Keep track of cash, coins, and change; ensure accurate accounting throughout the shift.

Perform Cash Drops: Deposit excess cash into a secure drop box or safe as required.

#### 4. Sales and Promotions

Apply Discounts: Process coupons, promotional codes, and store discounts.

Upsell Products: Suggest additional items or services to increase sales.

**5. Administrative Tasks Record Keeping**: Maintain accurate records of sales, inventory, and other relevant data.

Sales Reports: Assist in generating and reviewing sales reports as needed.

#### 6.. Record Keeping

Maintain Sales Records: Accurately record sales transactions and manage transaction logs.

Report Discrepancies: Report any issues with transactions or cash discrepancies to the supervisor

#### 7. Customer Follow-Up Customer Engagement:

Follow up with customers to ensure satisfaction and encourage repeat business.

Feedback Collection: Gather and relay customer feedback to management for improvements.

#### 8. Administrative Duties Count Drawer:

Begin and end shifts by counting the cash drawer to ensure accuracy.

Prepare End-of-Day Reports: Reconcile cash drawer and prepare daily financial reports as required.

### FEDERAL SECURITY SERVICE

March 2020 - July 2024

Security guard

**Greeting and Assisting Visitors Welcoming**: Greet visitors and employees in a friendly and professional manners.

**2. Monitoring and Managing Access Access Control**: Check identification and credentials, and ensure that only authorized individuals enter secure areas. Visitor Management: Issue visitor passes and ensure proper registration.

**3. Handling Complaints and Requests Listening and Responding**: Address and resolve customer or visitor complaints and requests with professionalism and

empathy.Problem Resolution: Provide solutions or escalate issues to appropriate personnel as needed.

4. **Maintaining a Safe Environment Patrolling:** Conduct regular patrols to monitor for safety hazards or suspicious activities.Emergency Response: Respond to emergencies with calm and effective actions, providing assistance as needed.

5. **Providing Assistance in Non-Security Matters Customer Service:**  
Help with non-security related tasks such as carrying items for visitors or providing general support.Event Assistance: Assist with event coordination or special activities, ensuring smooth operations and guest satisfaction.

6. **Reporting and Documentation Incident Reporting:**  
Document any incidents, unusual activities, or security breaches accurately.Record Keeping: Maintain logs of visitor entries, security checks, and other relevant data.

7. **Maintaining Professionalism Appearance and Conduct:**  
Present a professional appearance and demeanor, reflecting well on the organization.Communication Skills: Use clear and effective communication in both verbal and written forms.

<i>Education</i>	<i>South west university</i> Bachelor of business administration 2022 — <b>71.31</b>
	<i>Karnataka state council of intermediate and higher secondary education</i> Senior secondary education 12th 2018 — <b>63.17</b>
	<i>Government High school bhota</i> Matric 2015 — <b>First</b>

<i>Skills</i>	<ul style="list-style-type: none"><li>• Communication Skills Active Listening: Fully understand customer concerns before responding. Clear Articulation: Express ideas and information clearly and succinctly.</li><li>• Problem-Solving Analytical Thinking: Assess issues and develop effective solutions quickly. Resourcefulness: Use available tools and knowledge to resolve customer problems.</li><li>• Empathy Understanding: Relate to customer emotions and concerns with compassion. Personal Connection: Show genuine care and acknowledgment of customer experiences.</li><li>• Adaptability Flexibility: Adjust to various customer needs and changing situations. Handling Multiple Tasks: Efficiently manage a range of customer inquiries and tasks.</li><li>• Product Knowledge Expertise: Understand and provide accurate information about the company’s products or services. Continuous Learning: Stay updated on new products, services, or changes.</li></ul>
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<i>Language</i>	English , URDU, Hindi, Punjabi
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