



## **MOHAMMED GAFFAR HASSAN THARUPEEDALKAYIL**

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**Objective:** Seeking a senior position in the Retail Industry which will fully utilize strong leadership abilities, multi-unit experience, innovative organizational skills and a successful, diverse track record.

### **Summary of Qualifications**

- Over twelve years of experience working in diverse retail sales and customer service environments.
- Maintain excellent customer service skills and a proven record as a top sales performer.
- Skilled in areas of order processing, inventory control, and cashier management.
- Hardworking, energetic, and reliable; recognized for assuming additional responsibilities.
- Excellent problem solver with strong sales analysis and reporting skills.

### **Professional Experience**

**July' 14 till Date**

**The Sultan Center, Kuwait**

#### **Department Supervisor**

- Discovering customers needs & wants by asking open ended questions
- Giving feedback to customer & explaining about current promotions
- Responsible for increasing the volume of sales by 150%.
- Help to increase profit and traffic by designing attractive merchandise and marketing operations.
- Done various other duties such as merchandising, purchasing, customer service and all sides that run a departmental store.
- Tried to maximize the sales by maintaining inventory.
- Done a satisfactory delivery of products for customers at their offices and home.
- Responsible for other duties such as receiving the goods, stocktaking, inventory control and cataloging.

**Jun' 10 till Dec' 13**

**Jumbo Electronics, Doha, QATAR**

#### **Senior Sales Executive**

- Handling customer service issues
- Obtaining customer feedback about newly launched products
- Discovering customers needs & wants by asking open ended questions
- Giving feedback to customer & explaining about current promotions
- Responsible for increasing the volume of sales by 150%.
- Help to increase profit and traffic by designing attractive merchandise and marketing operations.
- Done various other duties such as merchandising, purchasing, customer service and all sides that run a departmental store.
- Tried to maximize the sales by maintaining inventory.
- Done a satisfactory delivery of products for customers at their offices and home.
- Responsible for other duties such as receiving the goods, stocktaking, inventory control and cataloging.

**Nov' 07 till Dec' 09**

**Carrefour Hypermarket, Saudi Arabia**

**Store Assistant**

- Responsible for overseeing the entire store operations.
- Assisted manager in all areas of resets, remodels, relocations, and new store openings.
- Handled sales tracking and reporting, inventory control, and employee payroll.
- Training and supervised full and part time personnel.
- Worked directly with vendors to confirm and verify shipments.
- Managed all aspects of merchandising, window displays, and stocking,
- Ensured excellence in customer service and resolved all problems at the store level.

**Aug' 05 till Sept' 07**

**Life Style Shopping Mall, Mumbai, India**

**Sales Associate**

- Sold designer watches to a daily customer base of 220, exceeding daily quotas with an average of 10-15 sales.
- Achieved status as one of 15 top sales performers in the region comprised of 22 stores.
- Managed cashiering activities in areas of purchasing, returns, and exchanges, and enforced store policies.
- Interfaced with vendors concerning pricing, availability, damaged product, buy-backs, and special orders.

**Nov' 04 till Jul' 05**

**I-Smart International, Mumbai, India**

**Customer Support Executive**

- Handling outbound calls for selling Citibank Credit Card & Medical Insurance Policy.
- Receiving a list of prospectus customers and making calls to each customer regarding the purchase of credit cards
- Opening the calls with good greetings and confirming the permissions from customers to continue the conversations
- Probing the customers about their current banking needs Informing the customers about the advantages and ease of use of credit cards
- Conveying the customers about the financial and social background of the bank and its abilities to provide credits
- Taking follow ups with frequent callings for customers with busy work schedules
- Maintaining the sale sheets and reporting it to the supervisors at the end of each day

**Mar' 01 till Oct' 04**

**EPPCO, Dubai, UAE**

**Cashier**

- Responsible for counting money in cash drawers to make sure the correction of amount.
- Responsible for maintaining the area clean and orderly.
- Welcomed customers entering the C- Store.
- Responsible for solving customer's complaints.
- Credits, refunds, receipts are issued due to the customer's requirement.
- Responsible for answering phone calls of customer to provide all the information regarding to products.
- Done various other duties as assigned.

**Education**

Bachelors in Art's, Mumbai University

**Computer skills**

Proficient in working with Microsoft Word, Outlook, Excel, Power Point

## Personal Details

Passport Details : Passport No J-5332454 Date of Issue- 15/11/2011 Date of Expiry - 14/11/2021

Linguistic Abilities : English, Hindi and Urdu

Location Preference : Middle East

Nationality : Indian

Marital Status : Married

Current Location : India (Mumbai)