



📞 971527483385

✉️ maani.m.sherin@gmail.com



EXPERTISE

Office Procedures

IT Skills

Minute Taking

Data Management

Customer Service

Dairy Management

Filling Documenting



PERSONAL SKILLS

Dubai Driving Licence

Problem solving

Commitment to outcomes

Highly analytical

Helpful attitude

Troubleshooting Skills

Training and Leadership

Communication Skills

Sherin Maani Mathew

Dedicated Merchandiser



PERSONAL SUMMARY

An energetic, driven and highly motivated professional who has a strong desire to succeed and who possesses the ability to build positive working relationships with customers. Having a great experience and professional gravitas who clearly understands the operational and development needs of a business and ability to put the customer at the heart and as constantly focused on what is important to the customer. As a highly effective communicator and who can quickly gain and grasp of a client's strategic direction and requirements. And confident enough with the skills, experience and 'can do' attitude to meet any expectations.

Now looking for a successful career by working for a ambitious and expanding organization.



WORK EXPERIENCE

CURRENT EXPERIENCE

Dubai Duty Free International Airport
DEDICATED MERCHANDISER FOR LVMH
DUBAI

Tahseel Legal debt collection for ADCB
COLLECTION OFFICER
Sharjah

Having an overall experience of 5+ years in Sales and Merchandiser with a valid **UAE DRIVING LICENCE**.

Dubai Duty Free Dubai International Airport (NOV 2015 - NOV 2020)
DEDICATED MERCHANDISER FOR LVMH

Responsible for supporting the company and introducing the brand to customers at retail levels as part of a shopfloor team. And collaborating with buyers, suppliers other merchandisers and also assisting customers with orders, billing, cancelations, complaints and other queries.

Duties:

- Planning, developing merchandising strategies to maintain in-store shelf space, inventory and displays.
- Maintain merchandising standards while rotating product each time to designated areas within airport and display in compliance with company standards.
- Working closely with buyers suppliers and other merchandisers to plan product space.
- Maximise customer interest and sales levels by displaying products appropriately.
- Analyse sales figures, customers reactions and market trends to anticipate product needs and plan product ranges and stock
- Maintain clean organized space for the products in backroom.
- Make recommendations of promotional strategies using sales and pricing of the product.
- Optimize sales by identifying volume and profitable lines and best sellers
- Remove unwanted and damaged items from the shelf and make a POL and sent it back to supplier.
- Providing the help and advice by communicating courteously with customers on floor and through telephone, emails etc.
- Handling customer complaints and keeping accurate records of discussions or correspondence with customers.
- Assist and support staff in their day to day operations..
- Creating opportunities to up sell the product.



PROFESSIONAL

Desktop Support

Highly Organized

Planning and preparations

Managing Time

Multi-tasking

Call Handling Skills

Listening Skills

Good written and verbal Skills

Customer Engagement

Pro-active

Self Disciplined

Process Development



LANGUAGES

English

Malayalam

Tamil



PERSONAL DETAILS

DOB: 25-02-1989

NATIONALITY: INDIAN

PASSPORT #:H6120294

Marital status: Married

*Visa Status: Immigration
Visa*



CONTACT DETAILS

*Coimbatore/Tamilnadu
India
Pin Code: 641012*

CURRENT RESIDENCE
803 Al Majilis Building
Al Majaaz
Sharjah



ACADEMIC QUALIFICATIONS

BCA (Hons) Bachelor of Computer Applications
Bharathiyar University **2006 - 2009**

A level s:(A)English(b)Accountancy(c)Commerce(d)Technology(e)Economics
YWCA High Sec School **2004 – 2006**



KEY SKILLS AND COMPETENCIES

- Attending meeting with suppliers in regarding sales and queries.
- Attending training and train sales staff about the products in a live environment.
- Greet Customers warmly and ascertain problem or reason for calling.
- Take payment information and other pertinent information such as addresses and phone numbers.
- Answer questions about warranties or terms of sale..
- Attempt to persuade customer to reconsider cancellation.
- Able to convince the customer through phone calls.
- Work with quality manager to ensure proper customer service is being delivered.
- Ability to follow instructions and procedures up to the tiniest detail.
- Good problem solving and troubleshooting skills.
- Ability to follow instructions and procedures up to tiniest detail.
- Excellent interpersonal and coordination skills.
- Share knowledge and experience with other team members and provide support as needed.
- Serves customers by providing service information and resolve problems.
- A positive attitude towards customer service.
- Use an effective approach to handle special telephone tasks like call transfers, taking messages, call backs, hold, interruptions and unintentional disconnects
- Effectively deal with job stress, angry clients, and upset customer.
- Processing new customer accounts, maintaining customer accounts, implementing changes to existing accounts, and filing documents and other paperwork.
- Identify voice skills and how to enhance a good telephone presentation.
- Undertaking general administrative duties like filing, photocopying and opening mail.
- Ability to type at 40+ wpm.



TECHNICAL SKILLS

- Provided technical support, including identifying problem incidents with their subsequent resolutions.
- Assisted company personnel with desktop operation, including both hardware and software
- Provided employee training and instructions (through presentations) regarding basic operation of software and hardware, technical support and quality standards.
- Supervised and performed installation of new IT network equipment and system software.
- Administered creation of IT accounts and computer systems and offered support.
- Updated management on a regular basis through reports and presentations and via email,.
- Made use of helpdesk systems to prioritize work-load and update queries and calls.
- Documented and maintained supply of all required inventory.
- Assembled information and customer feedback to clarify client requirements



REFERENCES:

