

Owais Bin Esa Lahji

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CAREER SUMMARY

- 4 years of work experience in Customer service.
- Experience in team management and leadership skills.
- Extensive knowledge of sales and recruitment.
- Experienced in maintaining relationship with current customers and developing new customers
- Good analytical and communication skills.

EDUCATION

- **Graduation**, Osmania University
- **Board of Intermediate**, Sultan-ul-uloom , Hyderabad – India.
- **Board of Secondary**, Neo Rosary hs, Hyderabad- India.

WORK EXPERIENCE

1. **STORE MANAGER**, Heads Up For Tails, (**HUFT**), Hyderabad. (NOV-2020– SEP 2021)

Role Details

- Team handling skills.
- Leadership skills.
- Hiring Employees.
- Handling International clients and customers.
- Maximizing store revenue by suggesting upgrades, insurance and add-ons to customers.
- Client Management and Account Management.
- Preparing KPI reports, DSR reports, Monthly and Weekly Performance Reports. • Inventory Management
- Responsible for the daily management of the reports
- Ensuring that all areas are clean and adhere to the company's clear floor policy and Health and Safety requirements.
- Handling customer complaints.
- Making sure every customer receives exceptional levels of service and enjoys their visit to the store.

2. ASSISTANT STORE MANAGER, Aditya Birla Fashion Retail Limited,
(AMERICAN EAGLE), Hyderabad. (November 2019– November 2020)

Role Details

- Team handling skills
- Leadership skills
- Management skills
- Recruiting Employees
- Handling International clients
- Sourcing and Screening of Employees.
- Handling of store members
- Inventory Handling and account management.
- Maximizing store revenue by suggesting upgrades, insurance and add-ons to customers.
- Processing returns and refunds as required in line with company procedures.
- Preparing KPI reports, DSR reports
- Responsible for the daily management of stocks and reports
- Ensuring that all areas are clean and adhere to the company's clear floor policy and Health and Safety requirements.
- Handling customer complaints in a calm manner
- Ensuring Customer Satisfaction

3. Sr.Customer Service Associate Reliance Brands Limited, **(SUPERDRY)**, Hyderabad.
(August-2017– Oct-2018)

Role Details

- Advise for customers and clients
- Maximizing store revenue by suggesting upgrades, insurance and add-ons to customers.
- Handled both Non Voice and Voice Queries.
- Responsible for the daily management of the till in the absence of the senior members.
- Ensuring that all areas are clean and adhere to the company's clear floor policy and Health and Safety requirements.
- Handling customer complaints in a calm manner.
- Responsible for contributing to the overall performance of the store by driving sales at every opportunity whilst at the same time making sure every customer receives exceptional levels of service and enjoys their visit to the store.

4. Customer Service Associate, Bestseller Retail India Pvt. Ltd,

(ONLY India Pvt.Ltd), Hyderabad-India.(June 2016 – August 2017)

Role Details

- Ensuring that all customers receive excellent service
- Providing Excellent Customer Queries.
- Assisting customers with questions, needs and purchases.
- Attending weekly meetings.
- Cultivating successful relationships with customers.
- Completing each transaction in a quick and efficient manner.
- Leading all initiatives.
- Handled both Non Voice and Voice Queries.
- Helped the Senior management
- Making sure that customers receive receipts on all purchases.
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PERSONAL PROFILE

Date of birth : 24th July, 1996

Nationality : Indian

Sex : Male

Marital Status : Single

Languages Known : English, Arabic, Hindi.

Declaration: -

I hereby declare that the above furnished details are true to the best of my knowledge and belief.

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