

Curriculum Vitae

Azam Rasheed
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PERSONAL SUMMARY

A reliable, trustworthy and conscientious sales assistant who is able to multi-task, handle pressure, work as part of a team and most importantly inspire customers to make a purchase. With infectious enthusiasm and an inspirational style Extensive experience of the retail industry to develop superb organisational, problem solving and sales skills. Exceptional person who can explore new territories and push existing targets in the search for sales. Having insatiable energy to produce results and being able to quickly build outstanding customer relationships.

AREAS OF EXPERTISE

RETAIL

- Able to help customers find what they want.
- Fully aware of security issues concerning stock in relation to shoplifting, leakage and theft.
- Experience of working in a commission based sales environment.
- Able to maintain high standards of display & visual merchandising to ensure the store is well presented.
- Ready and able to work individually or within a team environment.
- Good with numbers, and able to use modern computerised equipment and specialist retailing software.

SALES

- Good numerical skills with the ability to manually calculate costs without error.
- Able to promote a store and its products through effective marketing activities.
- Experience of working in a commission based sales environment.
- Able to accurately describe a products features and benefits to a customer.

PERSONAL

- Willing to work on a shift basis including evenings and weekends.
- Always smartly dressed, articulate and presentable.
- Ability to take ownership of issues and to work alone with little or no supervision.
- Extremely organised with a high level of attention to detail.
- Ability to respond to timeframes and deadlines with pace.

Work Experience:



Money Exchange Teller UAE Exchange – Junior assistant -Abu Dhabi – 23rd September 2018 To Present.

- Executed Customer transactions regarding cash, money orders and money exchange.
- Proficient in exchanging 25 different currencies.
- Maintained balancing record with 100% rate of accuracy.
- Proficient in using computers and other office equipment.
- Recorded amount received and prepared reports of transactions.
- Processed exchange and foreign currency.
- Maintained friendly and professional customer interactions.
- Process domestic and international financial transaction in an accurate and quick manner.
- Build rapport with customers asking meaningful questions to better understand their financial needs.
- Explain the benefits of speaking to a banker to customers based on their specific situations.
- Provide exemplary customer service, helping to ensure customers leave the branch with a lasting positive impression.

Work Experience:



Rasasi Perfumes Retail Store – Counter Sales – 10th September 2014 To 5th June 2018

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.

Duties :

- Serving customers at the sales counter.
- Offering face to face advice to customers on the stores products.
- Maximising store revenue by suggesting upgrades, insurance and add-ons to customers.
- Processing returns and refunds as required in line with company procedures.
- Occasionally being responsible for the stores security including being its key holder.
- Using the stock management system to log, check, locate and move stock both in and out of the store.
- Responsible for the daily management of the till in the absence of the senior members.
- Making sure that any item which is removed from a display column is replaced immediately after a sale.
- Handling customer complaints in a calm manor.
- Managing cash and payment systems in accordance with company procedures and policies.

Educational Qualification:

Graduation

Zoology (Hons) - M. M. T. M. College, Darbhanga, Bihar – 2014

Intermediate(10+2)

Science - Marwari College, Darbhanga Bihar/B.I.E.C, Patna – 2009

Matriculation (10TH)

Science – J.M High School Kamtaul, Darbhanga, Bihar/B.S.E.B, Patna
-2007

Computer Skills:

- MS office (Ms Word, MS Excel, Power Point) and internet.
- Computer typing in English with 35w/m above
- Completed certificate course of Computer Typing from winner, Academy, Madivala, Bangalore
- CABA – MDTP Course of NCPUL from the Hoda Educational & Social Welfare, Darbhanga.

Personal Details:

Nationality : Indian
Birthday : 10-January-1991
Passport No. : L5528271
Visa Status : Residence
Languages: : English, Hindi, Urdu.
Availability : Immediate

Declaration:

I hereby declare that the above information furnished by me is true and complete to the best of my knowledge.

Azam Rasheed