






## CONTACT

-  Dubai, UAE
-  +971506899212
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## SKILLS

- Customer Services
- Merchandising proficiency
- Stock merchandising
- Brand awareness
- Stock security
- Active selling
- Excellent timekeeping
- Trend forecasting
- Consultative selling
- Promotions

## ADDITIONAL INFORMATION

**PASSPORT NO :- U9863495**  
**NATIONALITY :- INDIAN**  
**DATE OF BIRTH :- 24/07/1997**  
**VISA STATUS :- VISIT VISA**

## LANGUAGES

**Malayalam:** Native language

**English:** B2  
Upper intermediate

**Hindi:** B2  
Upper intermediate

# SHAMLAD POOTHAPPALAM

## PROFESSIONAL SUMMARY

Enthusiastic Sales and Customer Service professional with expertise in communication and negotiating. Driven to provide superior quality customer service. Innovative in leveraging extensive knowledge of products and services as well as creating solutions for customers to drive loyalty, retention and revenue. Highly adept at training, managing, coaching and mentoring sales and customer service associates with talent for interacting with staff at all levels of organization and public.

## WORK HISTORY

**Sales Assistant** 11/2019 - 10/2021  
**SUPER CITY LLC - KANNUR, INDIA**

- Fostered positive relationships with customers, expanding customer bases and enhancing loyalty and retention.
- Increased seasonal event sales through targeted selling in line with current marketing initiatives and promotions.
- Assisted customers with signing up for store loyalty programmed and provided details about key benefits.
- Received and processed product returns, ensuring items were clean, unworn and resalable.

**Salesman** 06/2017 - 07/2019  
**NAZZAKA WOMENS WEAR - KASARGODE, INDIA**

- Proactively sought and engaged new customers, developing into profitable, long-term accounts.
- Marketed promotions, events and new product launches effectively, growing customer bases and revenue opportunities.
- Managed customer product and service queries, resolving effectively and efficiently.
- Provided service with a smile, offering courteous, helpful advice to best meet customer needs.

## EDUCATION

**Certificate of Higher Education:** COMMERCE, 03/2016  
**GOVT OF KERALA - KERALA**