

NISAMUDHEEN V

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Sales Assistant / Purchaser / Customer Service

- 12 year experience with various roles such as Customer Service, Purchaser and Sales Assistant in various countries of Middle East.
- Maintaining a positive, empathetic and professional attitude toward customers at all times
- Proven abilities in Sales, Purchase as well as Customer Service.
- Ensure high levels of customer satisfaction through excellent retail sales service
- Acknowledging and resolving customer complaints. Keeping records of customer interactions, transactions, comments and complaints
- Keep up to date with product information, recommend and display items that match customer needs
- Ensure customer satisfaction and provide professional customer support
- Verifies purchase requisitions by comparing items requested to master list; clarifying unclear items; recommending alternatives.
- Verifies receipt of items by comparing items received to items ordered; resolves shipments in error with suppliers.
- Authorizes payment for purchases by forwarding receiving documentation
- An effective communicator with exceptional relationship management skills with an ability to relate to people at any level of business and management

Summary of Professional Experience

Pearl, Sohar, Oman (2006-2011)

- ✓ Worked as a Sales Representative as well as Customer Service
- ✓ Responsibility to manage the Retail Customers
- ✓ Clarify the customer queries about the products
- ✓ Managing Customer Complaints and take necessary resolution

Kalyan Sarees, Kannur (2011-2013)

- ✓ Worked as a Customer Care Executive
- ✓ Greet and Meet the Customer
- ✓ Assist them to select the materials
- ✓ Taking Customer Feedbacks
- ✓ Managing Customer Complaints and do necessary actions

Al Taneen Group, Sohar, Oman (2013-2015)

- ✓ Worked as Sales Representative as well as Purchase Supervisor
- ✓ Assist the Customers to select the items
- ✓ Manage Customer Complaints
- ✓ Direct Purchase of goods from whole sale market in Dubai
- ✓ Managing the invoices and verifying the purchased items

Lulu HyperMarket, Doha, Qatar (2016- 2019)

- ✓ Working as Retail Sales Representative
- ✓ Assist the Customers to select the items
- ✓ Clarify Customer queries on Products

Personal Details

Date of Birth : 21st Oct 1983
Marital Status : Married
Passport No : P0024186

Strengths

- Confident and self-motivated
- Dedicated and Hard worker
- Fluency in multiple languages such as Arabic, English, Hindi and Malayalam

Qualification

- Pl us Two
- MS - Office.

Declaration:

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

NISAMUDHEEN V