

Curriculum Vitae

Shahanawaz Ansari

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OBJECTIVE:

To succeed in an environment of growth and excellence which provides me job satisfaction and self-development where I can utilize my strong technical, analytical, interpersonal skills & stellar problem solving skills which help me in delivering customer services in order to ensure recurring business for the organization

PERSONAL DETAILS:

Date of Birth : 7th march,1990
Religion : muslim
Nationality : Indian
Marital status : **Married**
Language : English, Hindi & Marathi
Hobbies : Reading, Traveling & cooking.

EDUCATION QUALIFICATION:

Degree	University of school/college	Year of passing
S.S.C	Maharashtra board	2008-09
H.S.C	Maharashtra board	2009-10
S.Y.B.COM	Prakash college. Kandivali (west) Mumbai University	2011-12



PROFESSIONAL EXPERIENCE:

1)

Company : Shoppers stop Ltd. / MAC Cosmetics

Duration : August 2014– Till date

Designation: Cash officer & admin/customer care associate.

Job Profile :

- Customer service.
- Sales Performance.
- Manager and Staff relationship.
- Development.
- Administration.
- Operations.
- Following and adhering to the company's SOP.

2)

Company : Putin impex Pvt Ltd.

Designation : customer care associate

Job Profile :

- Handling a store.
- Maintaining quality service by establishing and enforcing organization standards.
- Managing effective visual merchandising in store and creative visual display explaining their benefits and their different technologies.
- Prepares reports weekly and monthly by collecting, analyzing, and summarizing information.
- Deal with Different customers every day with all nationalities & have to do transactions in different currency.

3)

Company : BIBA APPARELS PVT LTD

Designation : customer care associate

4)

Company : Sparsh BPO Services Limited

Designation : Collection Executive

COMPUTER KNOWLEDGE:

MS Office 2010, Internet surfing, Data & Algorithms, Oracle (9i-sql), & Xstore



ACCOMPLISHMENTS:

- **Customer Relations:**
Maintain good customer relations with the customers by keeping the customers updated about the new collection details and by personally following up with them on their request for any merchandise.
- **Conflict Resolution:**
Responsible for handling customer inquiries, accurately providing information to ensure resolution for complaints and ensure customer satisfaction.
- **Sales:**
Consistently generate revenue through skilled sales techniques & consistent in being in the top 5.
- **Customer Interface:**
Greet customers upon entrance and handled all cash and credit transactions.
Assist customers over the phone regarding store operations, product, promotions and orders.
- **Monetary Transactions:**
Handle cash, credit and automatic debit card transactions with 100% accuracy.
- **Handle Customer Complaints:**
Accept customer complaints and get back to the customer with appropriate resolutions.
- **Product Care Guidance:**
Ensuring every team member suggests right product care to the customers.

ACHIEVEMENTS:

- Certified and Trained for fire fighting, health and safety by Mumbai Airport.
- Nominated twice and won best sales associate by Shoppers stop.
- Have secured 100% in mystery shopping
- I have been also achieved so many certificate for doing volunteering & managing work in different activities & events during my college.

CAREER ATTITUDE: Positive, Persistent hard work, Enthusiastic, Innovative, Innocent, Creative, Learner, Dynamic and a Good listener

DECLARATION:

I hereby declare that all the statements made in the above are true and correct to the best of my knowledge and belief. I would be obliged if I am endowed with an opportunity to serve your organization.



(Shahanawaz Ansari)

End of CV

