



# Arif Khan

## EXPERIENCE

February 2021 - Current

**Swarovski (Jewellery & Watches) | Mumbai - India**

Asst. Store Manager

- Managed daily operations of the jewelry store including staff scheduling, opening and closing duties, and customer service.
- Conducted regular audits of jewelry store inventory levels to identify discrepancies or shortages.
- Implemented inventory management system to ensure accurate tracking of jewelry store merchandise.
- Created customer loyalty program to increase repeat business from existing customers.
- Assisted in designing window displays that effectively showcase products while increasing visibility of the store.
- Supervised team members in the execution of tasks related to sales, merchandising, marketing.
- Resolved customer complaints efficiently in order to maintain high levels of satisfaction.
- Monitored cash flow carefully in order to minimize losses due to fraud or mismanagement.
- Developed and maintained relationships with customers to promote loyalty and repeat business.
- Maintained inventory records, including tracking stock levels, ordering new items, and stocking shelves.
- Conducted daily inspections of jewelry displays to ensure accuracy of pricing and quality of merchandise.
- Provided product knowledge to customers regarding gemstones, metals, settings, styles, trends and care instructions.
- Presented merchandise in an attractive manner through window displays and store fixtures.
- Managed store security measures such as locking up valuable items overnight or when not in use.
- Consistently exceeded monthly sales targets by utilizing effective sales strategies.
- Adhered to company policies regarding returns, exchanges, refunds while providing excellent customer service.
- Resized bracelets and straps by adding or removing links as required by customers.


June 2016 - September 2017


**Kiehl's - Skin Care Specialist | Dubai Mall - UAE**


**Al Tayer Group**

- Maintain High Standard Grooming that Reflects Brand Image of Luxury and Prestige.
- Deliver Excellent Customer Service Through Identifying Customer Needs.
- Conducted thorough consultations with clients to Identify Skin Type & Skin Concern and Suggest Products Accordingly.

 26th September, 1990

 Mumbai India

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## SKILLS & CERTIFICATIONS

- Valid UAE Driving License

## SUMMARY

Professional Assistant Store Manager with exceptional team leadership qualities and operational management capabilities. Well-versed in delivering exceptional customer communication and customer service. Talented driver of performance compliance with applicable standards, rules and regulations.

## SKILLS

- Records Management
- Stock Management
- Department Oversight
- Loss Prevention
- Customer Relations
- Store Organization
- Marketing and Promotions
- Team Building and Leadership
- Upselling and Cross Selling
- Staff Scheduling
- Relationship Building and Management

## I.T KNOWLEDGE

- Operating Windows till 11,
- Excellent in MS Office
- MS Excel & MS Word
- Power Point Presentation
- All Microsoft Applications
- TDS, Sale Tax, VAT S Excise.
- Internet, Outlook, Emailing
- All Sort of Billing Applications,
- All Sort of GST Billings.
- SAP, Inventory Applications
- HR Applications

- Provided comprehensive skincare advice to customers based on individual skin type and needs.
- Need to ensure that Company and Brand Standard are maintained at all Time.
- Provide Customers with Information on Daily Deals and Promotions
- Communicate and Build Rapport with VIP Customers Effectively
- Maintain a Long Term Relationship with the Customers in Order to Achieve Sales Goal.
- Ensure the Customer database is maintained and update with all the information
- Educated clients on proper skin care techniques and product selection.
- Suggest appropriate masks, serums, creams, toners, exfoliator and moisturizers to achieve desired results.
- Handled customer inquiries promptly while displaying excellent customer service skills.
- Supported profitability by upselling products and services and processing sales.
- Developed customer loyalty programs to encourage repeat business.
- Managed stock levels of skincare products, placing orders as needed to ensure shelves were adequately stocked with merchandise.
- Analyzed customer feedback surveys to identify areas that need improvement within the company's services or product offerings.
- Adhered to company policies and procedures when dealing with customer complaints or returns.

August 2014 - May 2016

**Al Rasasi Perfume | Dubai - UAE**

**Sales Associate**

- Performed daily opening and closing procedures such as counting money in the register drawer or replenishing supplies in the fragrance area.
- Greeted customers and provided customer service.
- Advised customers in selecting fragrances, recommended suitable products based on their needs.
- Demonstrated knowledge of product features, ingredients and benefits.
- Provided information on product availability, special promotions, and payment options.
- Operated cash registers to process transactions accurately.
- Maintained a clean working environment by regularly dusting shelves.
- Attended regular staff meetings to discuss sales targets, customer feedback, issues encountered.
- Kept floor and stock areas organized and clean to meet safety and appearance requirements.
- Showed customers different perfumes and demonstrated scents by spritzing on pulse points.
- Bagged or packaged purchases and wrapped gifts.
- Evaluated customer feedback about fragrances to make improvements or changes where necessary.

January 2018 - January 2021

**Lamy / Fabriano Boutique | Mumbai – India**

**Asst. Store Manager**

- Corporate sales and orders – collaborating with high-end corporate sector for large scale sales and orders, on festive periods and on occasion like annual meeting, Gifting etc.



- Inventory management, Stock Inward and outward, Stock Replenishment, Regular audits
- Sales and Promotions, Home Shopping, after sales Service, E-Shopping, Customization
- People management, Home Delivery, Staff Rosters, Daily Shift Planning
- Following up for Store Rent & Other dues like, Electricity bills, Telephone and Broadband
- Ensure the Customer database is maintained and update with all the information
- Recommended Products Based on Individual Requirement.

June 2012 - July 2014

**L'OCCITANE | Mumbai – India**

Skin Care Specialist

- Identifies Skin Type & Skin Concern and Suggest Products Accordingly
- Keeping Store Up to Date with Special Promotions and Putting up Displays
- Conduct Weekly Team Talk and Feedback
- Follow- up with Regular Customers to Replenish the Products
- Need to Manage stock loss and Reduce Shrinkage in Store
- Ensure that Excellent Customer Service is delivered Product Demonstration, Good
- Brand knowledge, Link Products and Close the Sales
- Mails Flyers or Sends E mails to Customers to notify them of Upcoming Sales and Special Promotions
- Maintain High Standards Grooming that Reflects Branch Image of Luxury and prestige.

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## EDUCATION QUALIFICATIONS

March 2011

**Commerce Graduate (B. Com)**

University of Mumbai, INDIA

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## LANGUAGES

**English:** First Language

**English:** C2  
 Proficient

**Hindi:** C2  
 Proficient

**Urdu:** C2  
 Proficient

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## HOBBIES

- Cricket
- Listening to Music
- Reading
- Cooking