

Syed Sadiq

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PERSONAL DETAILS

Birthdates : 26 May,2000
Birthplace :Bangalore, India
Civil Status : single Gender : Male
Nationality : Indian

CAREER OBJECTIVE

Seeking an opportunities of Customer services competitive environment to prove the competency skills and knowledge's that gain from previous and work for a better company and self-prong.

Knowledge and Skills

- Sales and marketing knowledge
- Microsoft Office – Word, Excel, PowerPoint
- Time Management and Prioritization
- Organized and Multi-tasker
- Alert and Enthusiastic Creativity and Initiative Dedicated and Hardworking Team Player
- Can Work Under Pressure
- Excellent Communication Skills
- Proficient English Communication
- Observant and Attentive

PROFESSIONAL EXPERIENCES

SUPERMARKET CASHIER (CHOITHRAMS)

Working as Cashier cum customer service in Choithrams supermarket in DUBAI, UNITED ARAB EMIRATES (From September 2022 to till date)

Duties and Responsibilities

- *Welcome the customers by greeting with smile.
- *Scan goods and ensure pricing is accurate.
- *Issue receipts, refunds, change or tickets.
- *Collect payments whether in cash or credit.
- *Manage transactions with customers using cash registers *Cross-sell products and introduce new ones..
- *Redeem stamps and coupons.
- *Friendly and positive attitude.
- *Bag, box or gift-wrap packages
- *Handle merchandise returns and exchanges.
- *Resolve customer complaints, guide them and provide relevant information.

*Track transactions on balance sheets and report any discrepancies. *Managing the promotion in areas and online deliveries.

Customer service representative (ITFN) worked in STATE BANK OF INDIA (Tele-performance) July 2018 to December 2021 (3 Years 5 months) **Duties and Responsibilities:**

- * Maintaining a positive, empathetic, and professional attitude toward customers at All times.
- * Responding promptly to customer inquiries.
- * Communicating with customers through various channels.
- * Acknowledging and resolving customer complaints.
- * Experienced CRM Administrator looking to use my expertise in customer database management and optimize customer satisfaction.
- * Knowing our products inside and out so that you can answer questions.
- * Processing orders, forms, applications, and requests.
- * Keeping records of customer interactions, transactions, comments, and Complaints.
- * Communicating and coordinating with colleagues as necessary.
- * Providing feedback on the efficiency of the customer service process.
- * Managing a team of junior customer service representatives.
- * Ensure customer satisfaction and provide professional customer

Cashier

Worked as Cashier in Elements Mall in Bangalore India from 20 May , 2016 to 10 May, 2018.(CSR)

Duties and Responsibilities:

- Welcome the customers by greeting with smile.

- Friendly and positive attitude.
- Issue receipts, refunds, change or tickets.
- Manage transactions with customers using cash registers.
- Collect payments whether in cash or credit.
- Ensuring the stores stock is constantly replenished.
- Maintain a daily cash over/short log.
- Keeping Updates with the features and benefits of each products.
- Dealing the customers complaints and escalating the issue to management level if necessary.
- Assisting with in store merchandising.
- Handling the cash and card transactions.
- Ensuring the cleaning and tidying of floors

CERTIFICATION AND TRAINING

- Sales & marketing Training at P & G group.

ACADEMIC EDUCATION

•**Bachelor in Commerce with FIRST CLASS PERCENTAGE. MQI DEGREE COLLEGE, BANGALORE UNIVERSITY**

DECLARATIONS

I do hereby confirm that the above details given is based on my true experiences and knowledge.