

AKHIL PRASAD

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EXPERIENCE

SALES ASSOCIATE

Life Pharmacy, Abu Dhabi

- 📅 2023 – Present 📍 UAE
- Greet and assist customers with pharmaceutical products, ensuring a positive customer experience.
 - Manage existing accounts and develop new ones through effective sales planning and follow-ups.
 - Prepare detailed sales reports and conduct market analysis to optimize product placement and promotions.
 - Provided product recommendations and cross-selling to enhance average transaction value.
 - Resolve customer complaints swiftly by providing appropriate solutions and alternatives.
 - Maintain stock levels and ensure accurate product labeling and pricing.

SERVICE CLERK

Majid Al Futtaim Carrefour, Abu Dhabi

- 📅 2019 – 2023 📍 UAE
- Managed receiving processes, including verifying invoices and LPO documentation for accuracy.
 - Processed orders and updated inventory systems efficiently to prevent stockouts.
 - Coordinated with suppliers for timely deliveries and managed discrepancies in orders.
 - Assisted in sales floor operations and supported promotional activities.
 - Generated inventory and sales reports for management to facilitate decision-making.
 - Ensured compliance with company policies and standards during receiving and documentation.

CUSTOMER SERVICE CASHIER

Mars Hypermarket, Ajman

- 📅 2016 – 2019 📍 UAE
- Delivered friendly and efficient service to enhance customer satisfaction and loyalty.
 - Processed transactions accurately using cash registers and POS systems, maintaining cash drawer balance.
 - Handled customer inquiries and resolved complaints promptly to ensure a smooth checkout experience.
 - Implemented promotional offers and processed discount coupons efficiently.
 - Maintained checkout areas clean and organized, ensuring compliance with safety standards.
 - Assisted in training new cashiers on customer service and cash handling procedures.

CASHIER

Safari Hypermarket, Doha

- 📅 2015 – 2016 📍 Qatar
- Managed checkout processes efficiently, ensuring minimal wait times for customers.
 - Balanced cash drawers and prepared daily financial reports accurately.
 - Ensured compliance with store policies, including handling returns and exchanges.
 - Supported inventory control by tagging products and monitoring shelf life.
 - Assisted in merchandising and store layout adjustments to improve customer flow.

SUMMARY

Customer service professional with over 9 years of comprehensive experience in retail and pharmacy sales across the UAE and Qatar. Proven ability to manage customer queries, enhance sales, and handle cash transactions with accuracy. Adept at inventory management, team leadership, and implementing effective sales strategies. Seeking to leverage my skills and experience to contribute effectively to a dynamic organization focused on customer satisfaction and growth.

KEY SKILLS

- ◆ Excellent communication & Interpersonal skills
- ◆ Customer Service Excellence
- ◆ Sales & Persuasion Techniques
- ◆ Cash Management & POS Systems
- ◆ Inventory Management & Stock Replenishment
- ◆ Team Leadership & Staff Training
- ◆ Conflict Resolution & Problem Solving
- ◆ Multitasking & Time Management
- ◆ Analytical & Reporting Skills
- ◆ MS Word, MS Excel, Vision 2000, EPOS

EDUCATION

B.Sc. Mathematics

CMS College, Kerala

📅 2013

CERTIFICATION

G Accountant Tally (2014)

LANGUAGES

- English
- Malayalam
- Hindi
- Tamil