



Firoz Ali Mustafa

I want to work with in a healthy business environment where I can improve my core abilities by utilizing them up to their maximum extent. An enthusiastic, hardworking and self-motivated person looking for a position to start the career with a financial organization for mutual growth and benefit.

EXPERIENCE

Harvey Nichols Stockroom Assistant (Nov 2022 to Sept 2024)

- In- depth knowledge of Warehouse and Logistics Process
- Superb organizational skills and attention to detail
- Ability to work alone and within a team when required
- Ability to lift 75 pounds and able to stand a full shift
- Managed to receive, check and store deliveries.
- Processed all related paper work, maintaining a smooth running stockroom.
- Managed to keep an eye on the new products arriving in store.
- Reported regularly to the Stockroom Manager and assisted him in administrative executions.
- Managed to compute and file all related documents and records.

Alshaya Groups of Company - FOOTLOCKER & BOOTS SALES ASSOCIATE (Jan 2020 to Nov 2022)

- Answering customer inquiries regarding products, store policies, and services, providing knowledgeable and helpful responses to enhance satisfaction.
- Maintaining a clean, organized, and visually appealing sales floor, including restocking shelves, arranging displays, and ensuring product areas meet merchandising standards.
- Operating the point-of-sale (POS) system, processing payments, handling returns, and managing customer transactions efficiently and accurately.
- Reporting to the Store Manager or Assistant Manager, ensuring that daily tasks align with store goals and standards.

MAX (INORBITMall) - New Mumbai from Jan 2015 till Oct 2016. JACK and JONES - New Mumbai from Jan 2014 till Dec 2014. Sales Counter Executive

- Attend customers for all business transactions.
- Identify price of items and tabulate using optical price scanners.
- Collect payments by accepting and validating cash or card.
- Maintain safe and clean working environment.
- Provide End of day report and cash reconciliation.
- Provide excellent customer service

CONTACTS

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SKILLS

- Communication
- Ability to multitask
- Attention to detail
- Customer service
- Problem solving
- Teamwork

LANGUAGES

- ENGLISH (*Excellent*)
- HINDI (*Native*)
- TAMIL (*Native*)
- ARABIC
- MALAYALAM

PASSPORT DETAILS

- Number: X3487356
- Date of Issue: 06-05-2024
- Date of Expiry: 05-05-2034
- Place of Issue: Kuwait
- Visa Status: Visit Visa

PERSONAL INFO

Date of Birth: 9th March 1995

Nationality: Indian

Marital Status:

Married

New Ewans Restuarant - DUBAI UAE

(July 2017 to Sept 2019)

Waiter & Receptionist

- Greet and escort customers to their tables.
- Present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies)
- Prepare tables by setting up linens, silverware, glasses and maintain a tidy dining area
- Inform customers about the day's specials and offer menu recommendation upon request
- Take accurate food and drinks orders, using a POS ordering software, order slips or by memorization.
- Check customers' IDs to ensure they meet minimum age requirements for consumption of alcoholic beverages
- Communicate order details to the Kitchen Staff.
- Serve food and drink orders
- Check dishes and kitchenware for cleanliness and presentation and report any problems
- Meet with restaurant staff to review daily specials, changes on the menu and service specifications for reservations (e.g. parties)

Computer Competencies:

Microsoft office.

Hobbies

Playing cricket, watching movies, listening music.

EDUCATION :

Bachelor of Business Administrator (BBA)

Mewar University, Gangar, Chittorgarh, India

July,2016

Higher Secondary School

Anjuman E Islam High School, Mumbai

July,2013