

# MOHAMED IRSHAD

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## SUMMARY

Customer-focused retail professional with over 6 years of progressive experience in high-volume supermarket and fashion environments, now serving as a Supervisor. Proven expertise in cash handling, POS operations, inventory control, and visual merchandising. Skilled at driving sales growth, enhancing customer satisfaction, and leading teams through process improvements and staff training. Adept at vendor coordination, safety & hygiene compliance, and leveraging basic Excel for reporting and reconciliation .

## WORK EXPERIENCE

### Supervisor

Jan 2025 - Present

Jadeed Al Uola Supermarket | Ajman, UAE

- Manage daily front-end operations and supervise a team of 8 cashiers and floor staff, ensuring smooth service delivery.
- Handle escalated customer complaints, achieving a 95% resolution rate and boosting satisfaction scores.
- Coordinate with vendors and delivery teams to maintain 100% stock availability, reducing stock-out incidents by 12%.
- Enforce safety, hygiene, and company policies across the store, leading to zero non-compliance findings during audits.
- Train and mentor new hires on POS procedures, customer service standards, and loss-prevention techniques .

### Sales Assistant/Cashier

Oct 2021 - Dec 2024

ENOC Retail LLC | UAE |

- Operated POS terminals and processed an average of 200+ transactions per shift with 99.9% accuracy.
- Organized merchandise layouts and seasonal promotions, driving a 10% increase in upsell conversions.
- Trained and coached junior staff on cash-handling best practices and customer engagement.
- Conducted daily cash drawer reconciliations and prepared discrepancy reports for management review.

### Sales Assistant/Cashier

May 2018 - Mar 2020

Allen Solly | Kerala, India |

- Assisted customers in product selection and styling, maintaining high service standards and repeat patronage.
- Managed billing, returns, and exchanges via POS systems, ensuring compliance with company policies.
- Achieved and often exceeded monthly sales targets by actively promoting new arrivals and special offers.

## EDUCATION

### BACHELOR OF BUSINESS ADMINISTRATION (BBA)

MANONMANIAM SUNDARANAR UNIVERSITY | 2014 - 2017

### HIGHER SECONDARY EDUCATION

GOVT HSS EZHUDESAPATTU, TAMIL NADU | 2012 - 2014

## PROFESSIONAL SKILLS

- Retail Sales & Upselling
- Cash Handling & Reconciliation
- Point of Sale (POS) Systems
- Inventory Management & Stock Replenishment
- Visual Merchandising & Display Planning
- Team Leadership & Training
- Vendor Relations & Coordination
- Safety, Hygiene & Compliance Standards
- Customer Relationship Management (CRM)
- Process Optimization & Workflow Efficiency
- Basic Microsoft Excel Reporting
- Bilingual Communication (EN/ML)

## TECHNICAL PROFICIENCY

- Retail POS Systems
- Cash Handling & Reconciliation Procedures
- Microsoft Excel
- Inventory Management Software
- Data Accuracy & Quality Contro

## LANGUAGES

- English
- Malayalam
- Tamil