



MUHAMMAED HASEEB.P

CONTACT

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Palakkad, INDIA

EDUCATION

**BACHELOR OF ARTS IN
ENGLISH LITERATURE**
Calicut University
2013

**V.H.S.C (VOCATIONAL HIGHER
SECONDARY CERTIFICATE)**
GVHSS Alanallur,
2010

SSLC
GVHSS Alanallur,
2008

ACHIEVEMENTS & AWARDS

- PGDFA

TECHNICAL SKILLS

- Micro soft Word
- Excel
- Power point

SKILLS

- Customer Service Excellence
- Team Leadership
- Cash Handling & Transaction Management
- Operational Efficiency
- Problem Solving
- Inventory Management
- Sales & Merchandising
- Communication Skills
- Performance Monitoring
- Adaptability

PROFILE

Dynamic and results-oriented professional with over 8 years of experience in retail management and customer service. Proven expertise in supervising front-end operations, managing teams, and enhancing customer satisfaction. Adept at streamlining processes, resolving issues efficiently, and implementing effective training programs. Strong leadership skills with a track record of improving operational efficiency and achieving sales targets. Seeking to leverage my extensive background in customer service and team management to contribute to a forward-thinking organization.

WORK EXPERIENCE

Front-End Supervisor (Customer Service & Cashier Supervisor) Jan 2021 - July 2024

Safari Mall, Sharjah

- Supervised cashiers and customer service reps, providing training and performance feedback.
- Managed daily front-end operations, including cashier stations and customer service counters.
- Resolved escalated customer complaints to maintain positive relations and retention.
- Managed inventory and coordinated with suppliers to ensure stock availability.
- Developed training programs for new hires on service skills, procedures, and policies.
- Analyzed sales reports to identify trends and recommend performance enhancements.

Front-End Supervisor (Customer Service & Cashier Supervisor) Jan 2017 - Dec 2019

Nesto Hypermarket, Oman

- Oversaw daily operations of the front-end department, including customer service and cashier activities.
- Led and mentored a team of customer care executives and cashiers.
- Addressed customer inquiries and resolved issues to ensure a positive shopping experience.

Customer care executive cum cashier and sales man 2015-2017

Nesto Hypermarket, Oman

- Handled customer transactions efficiently at the cash register.
- Assisted with product inquiries and provided tailored sales recommendations.
- Maintained store appearance, including organizing shelves and managing inventory.
- Ensured accurate cash handling and balanced cash drawers daily.
- Supported promotional activities and seasonal sales efforts.

PERSONAL INFO

- Nationality : Indian
- Date of Birth : -27.10.1992
- Gender : Male
- marital Status : Married
- Passport No : L2980700
- Languages : Malayalam, English, Hindi,Tamil , Arabic