

CURRICULUM VITAE

BASHARAT ALI
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Professional summary

Dedicated Sales Assistant with 4 years of experience providing exceptional customer service, handling sales transactions, and resolving customer complaints. Skilled in product knowledge and merchandising. Ability to work effectively in a fast-paced retail environment. Strong communication and problem-solving skills, with a focus on resolving customer issues and driving sales growth.

Skills

- Communication skills.
- Strong conflict resolution skills
- Extremely organized
- Adaptability
- Flexible
- Fluent in English and Urdu

Work History

Sales Assistant Support

Ace Hardware – Al Futtaim

Oct 2019– till date

Dubai, UAE

- Provided exceptional customer service by interacting with customers, offering guidance, and assisting them in making purchasing decisions
- Maintained in-depth product knowledge to provide accurate and up-to-date information to customers.
- Provided excellent customer service by resolving customer complaints and concerns in a prompt and professional manner.
- Conducted site visits to resolve customer complaints and issues, ensuring customer satisfaction and loyalty.
- Managed cash counter duties, including receiving payments, making change, and balancing cash drawers.
- Received and processed stock shipments, ensuring accurate receipt and storage of merchandise
- Participated in stock-take activities, including counting and reconciling inventory
- Collaborated with colleagues, including Customer Service, Sales, and Visual Merchandising teams, to achieve sales goals and resolve customer issue
- Assisted in planning and coordinating promotions, including setting up displays and ensuring accurate pricing and signage.

Education

Secondary Education BISE Rawalpindi, Pakistan