



MD Shahnewaz Parvez

Customer Service Advisor

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Languages

English

About

With a robust background in retail, I bring experience from roles at Boots and Holland & Barrett, excelling in customer service, dispute resolution, and sales planning. As an Assistant Store Manager at Talha Monipori Clothing Store, I honed my skills in team leadership and store operations. Proficient in English with adaptability across various retail environments.

BRANDS WORKED WITH

- Boots
- Eden Garden School and College
- HOLLAND AND BARRETT
- Talha Monipori Clothing Store

Experience

● Customer Advisor

Boots | Apr 2023 - Now

- Providing great customer service with the highest caring attitude.
- Handling all inbound calls from customers and supporting them to solve queries regarding the Boots.Com, Advantage card and healthcare services.
- Assisting the store manager to do all types of sales plan such as festival based marketing plans, every day's offers, target fill ups and outcome analysis.
- Stock replenishment when necessary and maintenance of delivery products.

● Supervisor

HOLLAND AND BARRETT | Jun 2023 - Aug 2023

- Fostered positive relationships with customers and suppliers.
- Resolved complex customer enquiries, disputes and complaints.
- Providing the best customer service care in a professional manner.
- Fulfilling all types of customer queries regarding product information, item benefits, online based orders and offers, in-store order, refunds, exchanges , delivery and so on.
- Assisting in deliveries in a timely manner including time management, stock replenishment on the shop floor, product damages and its brief notes and so on.
- Assisting in the Assistant store manager duties including Cash up, Monetary balance and all regulatory activities.

● Assistant Store Manager

Talha Monipori Clothing Store | Mar 2018 - Jul 2021

- Enthusiastically interacted with customers and executive leaders to boost sales and team morale.
- Performed key-holding duties including managing cash drawers, site security and timely opening and closing.
- Prepared sales reports and reconciled accounts with strong finance management skills.
- Managed sales records, reconciled cash and made bank deposits while performing store opening and closing duties.
- Evaluated team performance and handled disciplinary actions.
- Designed and implemented practices to boost customer satisfaction metrics.
- Delivered quality service with friendly and professional demeanour.
- Strengthened team performance by attracting and developing top talent.
- Fostered positive relationships with customers and suppliers.
- Resolved complex customer enquiries, disputes and complaints.
- Recruited, interviewed and hired passionate, dedicated individuals, ensuring maximum value to team.

● Botany Lecturer

Eden Garden School and College | Mar 2018 - Sep 2019

- Attended conferences to learn about new research and present findings.
- Encouraged students to ask challenging questions and thoroughly examine subject material.
- Promoted topic discussion and independent investigation to heighten student engagement.
- Administered examinations, graded papers and assigned fair, accurate grades based on results.
- Collated articles explaining key curriculum concepts and shared information with students to reinforce lectures.
- Coordinated safe and successful laboratory experiments designed to test theories proposed in classes.
- Prepared polished lectures discussing course-specific topics and broader related issues.
- Created challenging assignments, projects and lessons designed to produce well-informed students.

Education & Training

- 2021 - 2022 ● **University of Portsmouth**
MSc in Biotechnology, Biotechnology