

# Junaid Dawood Momin

Assistant Store manager

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## Languages

English

## About

Dedicated and results-driven professional with proven success as a Customer Service Representative. I am enthusiastic about securing a challenging role in the industry where I can apply my expertise in providing exceptional customer service, building lasting customer relationships, and exceeding sales targets Eager to leverage strong interpersonal skills, attention to detail, and a proactive attitude to contribute to the team's success while gaining valuable experience.

### BRANDS WORKED WITH

Aiolos Cloud Solutions

Fatoush

Pizza M&M

WhiteHat Jr

## Experience



### Customer & Sales Associate

Fatoush | Feb 2023 - Aug 2023

- Provided exceptional customer service, assisting customers with product inquiries and purchases.
- Maintained a clean and organized store environment, ensuring merchandise displays were visually appealing.
- Processed transactions accurately and efficiently, handling cash and card payments.
- Collaborated with team members to achieve sales targets and improve overall store performance.
- Received commendations from store management and customers alike, acknowledging outstanding service and product knowledge.
- Leveraged strong problem-solving abilities, addressing customer inquiries, and providing personalized recommendations tailored to their needs and preferences.

### Business Analyst

Aiolos Cloud Solutions | Feb 2021 - Dec 2022

- Conducted in-depth data analysis to identify business trends and opportunities.
- Collaborated with cross-functional teams to implement process improvements, resulting in a 85% increase in efficiency.
- Developed and maintained comprehensive reports for management, enhancing decision-making processes.
- Demonstrated strong organizational and time-management skills in a fast-paced corporate environment.



### Sales Manager

WhiteHat Jr | Oct 2020 - Dec 2020

- Developed and implemented an incentive-based sales program that increased customer satisfaction and improved customer experience.
- Achieved the weekly targets in a high-pressure performance driven competitive environment.
- Diligently communicated and primed the lead through channels like email, WhatsApp, SMS, calls
- Always monitored self-performance while also contributed to the team performance, keeping track of factors like conversion factor, Average revenue generated per lead, Average revenue per sale, etc.

### Store Assistant

Pizza M&M | Nov 2017 - May 2018

- Processed customer payments quickly and efficiently, resulting in a 50% decrease in wait times.
- Built strong relationships with customers by providing personalised service, resulting in a 77% increase in repeat customers.
- Created and maintained accurate records of customer orders, returns, and exchanges.
- Provided excellent customer service, resulting in an 83% increase in customer satisfaction scores.

- Established and maintained a clean and organised store environment, resulting in a 90% increase in customer satisfaction.

## Education & Training

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2023 - 2024 ● **Middlesex University London**

MSc Data Science.,

2014 - 2019 ● **University of Mumbai**

Bachelor of Engineering,