



# Mohammed Mu-daseer Ali

Customer Care Executive

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## Languages

English (Fluent)

## About

I am an experienced retail sales executive proficient in managing inventory, handling transactions, and providing excellent customer service. Skilled in promoting sales and maintaining well-organised stockrooms to ensure smooth operations and positive customer experiences.

### BRANDS WORKED WITH

London Souvenir

Flipkart

## Experience

### ● Sales executive

London Souvenir | Apr 2023 - May 2024

Cash management

- Refund and exchange processing
- Product knowledge
- Kept sufficient inventory supply and stock on shelves and in store-rooms.
- Promoted sales and special offers for discounts and merchandise options.
- Kept up-to-date on available inventory and new stock lines to efficiently answer customer questions regarding purchasing options.
- Provided helpful, attentive sales support to generate positive customer feedback.
- Managed transactions with high accuracy to achieve smooth till reconciliations.
- Informed the manager of any product faults discovered.
- Inspected stockrooms regularly to ensure they were organised, clean and secure



### ● Customer care executive

Flipkart | Feb 2022 - Feb 2023

- Maintained excellent customer relationships by efficiently solving queries, complaints and issues.
- Delivering information about a company's products and services.
- Resolving issues and handling customer complaints. services.
- Collecting customer feedback.
- Assisting customer if they are facing a problem and troubleshooting it.
- Help to place new order.