



# Abdullah Ziayi

Retail Assistant

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## Languages

Turkish

English

## About

With over two years of experience in retail, specialising in payment processing and stock management, I excel in customer service. Fluent in English and Turkish, I adeptly handle complaints, ensuring high satisfaction. My versatility shines in fast-paced environments, working effectively solo or in teams.

### BRANDS WORKED WITH

Kefayat Supermarket, Mazar I Sharif

Khujandi Supermarket

## Experience

### ● Retail Assistant

Khujandi Supermarket | Feb 2021 - Jun 2022

A big Supermarket with lots of Products Located in Parwan road, Mazar, Afg and with a high number of customers daily. I was working as Retail assistant with a group of other employees for more than a year as part time job beside my studies.

### ● Cashier

Kefayat Supermarket, Mazar I Sharif | Jan 2017 - Jul 2018

These supermarkets are the only one which got branch at any part of Afghanistan which imports majority of their products from Turkey. I was working as a Cashier at one of their branches which was Located near my House.

- Outline
- Processed cash and card payments during busy shopping periods to minimize customer waiting times.
- Advised customers on optimal product selection to simplify purchasing decisions.
- Completed sales efficiently using Point of Sale (POS) system.
- Addressed and resolved complex customer complaints in calm, efficient, and friendly manner.
- Kept sufficient inventory supply and stock on shelves and in store-rooms.
- Performed closing duties such as cleaning windows and floors, securing shop premises and cashing up tills.
- Efficiently completed shop floor duties autonomously and in team setting.
- Assessed customer needs through clear communication, anticipating and responding appropriately to queries.
- Maintained clean, tidy, and organized checkout areas.
- Designed digital and print materials to engage
- Checked Notes carefully to spot counterfeit currency
- Assisted customers with finding items, completing exchanges, and obtaining refunds.
- Created welcoming environment by greeting customers in line with best store practices.
- Processed product returns to maximise customer satisfaction.

## Education & Training

### ● University of Ulster

Master of International Business,