



Azhar Muhammed

Relationship Officer

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Languages

English

About

With valuable experience from Fastrack and Celio, I excel in sales, customer satisfaction, and visual merchandising. Recognised for surpassing sales targets and leveraging technical knowledge to enhance service quality, I thrive in fast-paced retail environments.

BRANDS WORKED WITH

Fastrack, Edappally

Celio, Kochi

heynet

Experience

● Freelance Software Developer

heynet | Feb 2021 - Aug 2023

- Spearheaded the development of an LLM for heynet, optimising data preprocessing and exploration to streamline workflows and improve insights extraction.
- Deployed models on leading cloud platforms (GCP) to ensure scalable solutions for enhanced performance and accessibility.

● Customer Relationship Officer

Fastrack, Edappally | Jan 2019 - Feb 2022

- Triple recipient of Mr. Fastrack Cash Award for surpassing sales targets.
- Go-to troubleshooter for technical issues with routers, billing machines, and computers.
- Managed sales, stock, and visual merchandising at the LuLu Mall showroom.
- Utilised technical knowledge to enhance customer satisfaction.
- Received exceptional 4.7/5 customer satisfaction ratings.
- Enhanced accuracy of sales reports with Excel equation templates.

● Fashion Consultant

Celio, Kochi | Oct 2016 - Feb 2018

- Boosted sales revenue by 27% through effective cross-selling and personalised recommendations.
- Promoted to a Visual Merchandising role for outstanding organisational skills.
- Created a streamlined reporting structure, incorporating MTD and YTD metrics.

Education & Training

2024 - 2025

● University of Greenwich, Maritime Campus

MSc Data Science, Computer Science

2020 - 2023

● Cochin Arts & Science College, Kakkanad

Bachelor of Computer Applications, Computer Science