



Muhammad Bilal

Sales Assistant

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Languages

Urdu

English

About

With a solid foundation in retail, I specialise in customer service, stock management, and sales support. My experience at Big Mart Supermarket and Aslam Supermarket has honed my skills in thriving within fast-paced environments, ensuring customer satisfaction, and achieving sales goals. Basic proficiency in Urdu and English broadens my communication capabilities.

BRANDS WORKED WITH

Big Mart Supermarket

Aslam supermarket

Experience

● Sales support assistant

Big Mart Supermarket | Dec 2022 - Dec 2023

- Maintain a cheerful attitude while answering all inbound calls and addressing customer or sales team needs
- Answer all customer email inquiries promptly to resolve any complaint or issue while maintaining customer satisfaction
- Support sales staff by completing and processing orders and keeping senior staff informed of any issues with delivery
- Ensure the sales team is on track to meet month-end goals and share innovative lead generating ideas
- Provide all necessary data to senior management upon request and coordinate meetings between departments

● Sales Assistant

Aslam supermarket | Dec 2020 - Dec 2022

- serve customers and handle any returns and refunds.
- unpack deliveries, stock shelves and arrange displays.
- rotate and replace stock.
- promote products to meet sales targets.
- keep the store clean and tidy.
- Organize sales presentations and ensure that all sales presentation materials are prepared prior to deadlines.
- Update customer records in the company database as required.
- Input invoice and bill-back data.
- Analyze, consolidate, and forward daily action summaries to managers.
- add customer information onto a computer.
- track orders and arrange deliveries.

Education & Training

2018 - 2020 ● GC University Faislabad

Master of Chemistry,