

# Yunusali Surti

Sales & Customer Services

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## Languages

English

## About

Experienced in eyewear retail, skilled in merchandising, inventory management, and customer assistance. Proven ability to enhance team performance and foster customer loyalty in dynamic settings. Adaptable with a focus on high street and premium products.

### BRANDS WORKED WITH

Surti Optics

Ascot Laboratories UK

## Experience

### ● Sales and Customer Services Manager

Surti Optics | Jul 2023 - Mar 2024

- Merchandising frames, lenses and eyewear accessories.
- Assist customer for frames and lens selection
- Providing assistance to the optometrist during eye testing.
- Inventory Management
- Verify order and prescription
- Adjustment and minor repairs of the spectacle frames.
- Filling invoices

### ● Pharma Operations & Customer Services Manager

Ascot Laboratories UK | Sep 2019 - Jun 2023

- Worked on the content of various pharmaceutical drugs and also assisting customers in their queries and generating sales.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Resolved product or service problems by clarifying customer's complaint, determining cause of problem and selecting best solution to solve problem.
- Evaluated employees' strengths and assigned tasks based upon experience and training.
- Maximized productivity by keeping detailed records of daily progress and identifying and rectifying areas for improvement.



### ● Technical Trainee

Analytical Technologies Limited | Jun 2019 - Sep 2019

- Assisted Customers about the technicalities of Analytical equipment like HPLC and GC.
- Collaborated with supervisors to escalate and address customer inquiries or technical issues.

### ● Production Intern

Lupin Limited | Jan 2019 - Jun 2019

- Completed internship in Production department for Azithromycin plant

## Education & Training

2024

### ● Ulster University London Campus

M.sc International Business,

### ● ITM Vocational University

B.sc Industrial Chemistry,