

MUHAMMED FAISAL PK

8 Years experienced as Store Supervisor

Abu Dhabi, UAE

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Smart and well organized individual with 8 years of experience in supervising in retail sector well versed in a progressive, customer-oriented environment to benefit the organization with exceptional administrative and multitasking skills to successfully manage diverse issues.



Skills

- Excellent communication skills
- Conflict resolution
- Leadership
- Critical Thinking
- Time and Priority Management
- Problem Solving
- Customer Service Excellence
- Decision-MakingSkills
- Excellent Analytical/ProblemSolving



Work History

Sep 2013 -
Till Date

Acting Supervisor

ADNOC, Abu Dhabi

- Plans, coordinates and controls the daily operation of the cost.
- Handles customer contacts that include, but are not limited to, telephone calls, emails, and faxes in a professional manner to meet the requirements of the customer.
- Promotes the concept of services.
- Handles different third party accounts on a simultaneous basis to enhance overall Contact Centre productivity.
- Ensures knowledge is up to date and accurate on all aspects of each accounts products/service.
- Subject matters include but are not limited to revise standard operating procedures, new products and promotional campaigns.
- Meets the store revenue and performance targets.
- Housekeeping, Merchandising and fronting at the company.
- Receipt, inspection and verification of delivered goods.
- Stock Management and conducts audit.
- Prepares weekly cost center performance reports.
- Oversees the preparation of statements and bills.
- Recommends changes in basic structure and organization of Store where necessary.
- Implement quality assurance procedures and ensure that Customer Experience standards being upheld in the company.
- Establishes and maintains an effective system of communications.
- Involves in merchandising.



Education

Bachelor of Commerce (B.Com)

Calicut University, India

Dipolma in Indian and Foreign Accounting

The International Assosiation of Book-Keepers, India

Certificate in Programming Technique & Computing, Accounting & Finance

The Institute of Cost and Work Accountants of India Cochin Chapter, India



On Job Training Certification

Training in Basic Barista

Café Rescue Espresso Academy, Abu Dhabi, UAE

Certificate In Essential Food Safety

Abu Dhabi Food control Authority, Abu Dhabi, UAE

Basic Fire Fighting Course

JAHEZIYA - Emirates Readiness Program for Safety, Security and Disaster Management, UAE



Additional Information

Date of Birth	23/01/1990
Nationality	Indian
Marital Status	Married
Visa Status	Employment Visa
Driving License	Valid UAE LMV License



Languages

English

Hindi

Arabic

Malayalam



IT Skills

MS Office including MS Word, Power point and Excel

Tally

Daceasy

Wings

Peachtree

Quick Books