



Muzaffar Shaikh

*Expertise in Team Management, targeting assignments,
Financial Operations in Retail Industry with
a company of high repute*

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Core Competencies

Branch Operations

Store Administration

Clients Servicing & Interaction

Customers Complaints &
Resolution

Financial Transactions

Credits & Cash Operations

Cross-functional Coordination

Inventory Management

General Administration /
Facilities Management

Soft Skills

 Decision-Maker	 Collaborator
 Analytical	 Communicator
 Thinker	 Planner

Profile Summary

- Versatile professional with over 16 years of experience in Store Operations, Due Diligence and Customer Service
- Scanned items, ensured correct price quantities, and collect payments; assisted customers by explaining or recommending items, answering questions, and processing exchanges or refunds
- Keen customer centric approach with skills in addressing client priorities & resolving escalation within TAT, thereby attaining high business & compliance score
- Proficiency in administering stores with involvement sales & business development operations and attaining the pre-designated business targets
- An effective communicator with excellent relationship building & interpersonal skills. Strong analytical, problem-solving & organisational capabilities; possess a flexible & detail-oriented attitude.

Education

- **2004:** Bachelor of Commerce from Mumbai University

Career Timeline



Work Experience

Aug '2020 to Till Date : ORRA Fine Jewellery Pvt. Ltd. As Cashier/Accountant.

Key Result Areas:

- Accepting Payments, Ensuring all Prices & Quantities are Accurate & Providing a Receipt to Customer
- Manage all accounting transactions
- Handle monthly, quarterly and annual closings
- Reconcile accounts payable and receivable
- Resolving Complaints
- Operating Billing Software.
- Tally entries on Daily basis
- Aid sales associates in all client transactions specific to inventory movement
- Assist in making and returning individual memos/repairs for clients, external events.
- Coordinate and reconcile all physical inventories
- Responsible for all stock inventory for retail
- Logistics coordination with security, insurance and shipping for events.
- Ensures insurance coverage and security is appropriate for the level of goods.
- Physical inventory stock take and reconciliation
- Comply with financial policies and regulations

Previous Experience

Sep'2014 to Jul'2019:Lamssa Medical Complex, Doha, Qatar as Cashier.

Key Result Areas:

- Welcomed & greeted customers; responded to customers' complaints and resolved their issues / disputes
- Accepted payments from customers and provided change & receipts; managed the cash & credit refund
- Maintained a balanced drawer; counted money in cash drawers at the beginning & end of shifts to ensure correct amounts
- Recorded all the transactions as per accounts SOP daily
- Evaluated the inventory activities along with movements & deletions; updated inventory records
- Created & established the inventory management procedures
- Reconciled the inventory discrepancies; reported stock issues to management & places necessary product orders
- Formulated a list of products & survey of unusable products
- Drafted the file financial inventory reports; reviewed reports monthly with Management
- Provided customer service by greeting customers entering, answering questions about different items, and guiding and solving queries of customers

Previous Experience

Nov'2013 to Sep'2014: Bargain Book Hut (India), Mumbai, as Store In-charge

Highlights:

- Greeted the customers & ensured the highest standards of customers service at all times
- Maintained & adhered to Standard Operating Procedures (SOPs)
- Supported the VM to sales plan to increase sales and improve employee satisfaction level
- Evaluated stock on shelves, filled the required standard and managed the stock counts
- Assessed the products & displays maintenance as per the standards of customer satisfaction & legal requirements
- Performed the regular tracking of Best Seller & required stock for the store.

Previous Experience

Jul'2012 to Oct'2013: Avenue Supermarts Ltd. (D Mart India), Mumbai as Sr. Floor Officer

Highlights:

- Coordinated with Customers for higher customers satisfaction; resolved customers issues relating to price board, products & quantity
- Led a large team of Section Staff; provided execute training to staff for Customer Service
- Drafted the Staff Scheduled weekly.

Previous Experience

Jul'2005 to Jun'2012: Crossword Bookstore Ltd., Mumbai as Assistant Store Manager

Highlights:

- Worked for the top-line growth & store profitability
- Administered the Store SOP & audit process; organised store events including Book Launch & Children Events
- Managed the cost within budgets
- Increased the Customer Satisfaction; established KRAs for the team



Certifications

- Certificate of Excellence – Govt of Maharashtra for Securing 77% In Advance Excel Certificate Course.
- Certificate of Competence & Confidence
- Certificate of Information & Communication Technology
- Certificate of Tally Erp 9 from Raj Computer Classes.



IT Skills

- **MS Office:** Word, Excel & PowerPoint
- **Advance Excel:** VLOOKUP, HLOOKUP, Pivot Table, Data Validation, Conditional Formatting.



Personal Details

Date of Birth: 17th November 1982

Languages Known: English & Hindi

Address: Flat 208/A, Dadasaheb Building -1, Malwani, Mhada, Malad (West), Mumbai 400 095.