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STORE IN-CHARGE CUSTOMER SERVICE PROFILE

LEADERSHIP | INTEGRITY | COMMITMENT | RESULTS

CAREER OBJECTIVE:

To be part of the Organization work where I can utilize my experience efficiently for business growth along with long-term career and continuous learning.

Profile Summary:

- 8+ years of experience in store in-charge, customer service and coordinator process, improvement in the Consumer Durable Industry seeking challenging senior level assignments and Luxury ornaments
- Familiar with inventory management, supply chain and logistics
- Demonstrated ability to effectively plan, coordinate & meet deadlines. Self-driven, able to prioritize tasks and implement changes smoothly.

Professional Summary:

- Malabar gold and diamonds –Sales Executive/Customer Service (Jan2021 - Dec2024)
- SAM Enterprises – Store In-charge/Customer Service Agent (May 2017 -Oct 2019)
- Plaza traders– Customer support representative (jul2015- 2017)

CAREER SKETCH

Malabar Gold and Diamonds – Bahrain Sales
Service-Customer service
[Jan 2021-dec2024]

Gold and diamonds:

Luxury products:

Gold bar,22k ornaments, diamonds, .

Major works:

CRM
INVENTORY
DATA ANALYSIS
FEED BACK FORMS
MARKETING

JOB DESCRIPTION

- Manage inventory of gold and diamonds to ensure availability and minimize product downtime.
- Coordinate and execute mails and parcel shipping operations to facilitate the distribution of ornaments across regions- KSA (Saudi) UAE
- Monitor stock levels and generate purchase requests for timely replenishment.
- Conduct periodic physical stock audits and reconcile inventory discrepancies.
- Creating purchase order and GRN follow ups.
- Maintain proper storage and labeling for easy identification and quick retrieval.
- Track stock movement (issue, return, and consumption) using ERP or manual.
- Coordinate with maintenance/technical teams to fulfill ornament requirements promptly.
- Develop reordering systems based on usage frequency, lead time, and criticality.
- Work closely with suppliers to obtain quality parts at competitive prices and to discuss discrepancies.
- Receive, inspect, and verify incoming ornaments against purchase orders.
- Source local parts when items are not available from regular or OEM suppliers.
- Performed annual physical inventory.
- Prepare regular reports on stock status, part consumption, lead times, and cost analysis.
- Minimize obsolete and slow-moving stock through inventory rotation and forecasting.
- Ensuring that all goods and services purchased comply with the company's social sustainability.

Customer Care Service:

- Act as the primary point of contact for customer inquiries, complaints, and feedback in UAE Bahrain & KSA via phone, email, or in person and raising the service tickets.
- Identify recurring issues and suggest process improvements to enhance customer satisfaction.
- Keep updated on product features, warranties, maintenance, and troubleshooting to provide accurate guidance.
- Troubleshoot basic appliance issues or guide customers through self-help solutions.
- Process orders, returns, and exchanges efficiently.
- Escalate complex issues to higher management when necessary.
- Investigated general inquiries to maximize customer experience with products and services.
- Managed customer product returns and exchanges, and answered any questions regarding return policy.
- Prepare documents and correspondence such as damage claims, billing inquiries, invoices and service complaints.
- Assisted the workforce team with tracking customer call volume to determine the level of call activity on a daily basis

- Respond to customer inquiries about ornaments availability and pricing.
- Prepare and issue quotations and invoices for ornament sales.
- Process customer orders and coordinate timely delivery.
- Resolve customer complaints related to ornaments, delivery, or billing.
- Assist with warranty claims and ornaments replacements.
- Maintain accurate records of customer transactions and communications.
- Keep customers informed about stock updates & ETA.
- Ensure compliance with company policies and service standards.
- Managed customer product returns and exchanges, and answered any questions regarding return policy.
- Prepare documents and correspondence such as damage claims, billing inquiries, invoices and service complaints.

Store In charge & Service Coordinator.

SAM ENTERPRISES

Service & Spare parts, (may2017– Oct 2019)

Product Handled:

Major Accessories: - Steel plates, Hardware

JOB DESCRIPTION

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- Maintain accurate records of steel sheets stock levels, monitor stock movements, and ensure availability of basic parts to support maintenance and repairs.
 - Coordinate with suppliers to order, receive, and inspect steel sheets, ensuring timely procurement and quality standards.
 - Forecast spare parts requirements based on maintenance schedules and usage patterns to minimize stockouts and excess inventory.
 - Monitor and control spare parts procurement costs, negotiate prices with suppliers, and optimize procurement processes to ensure cost efficiency.
 - Maintain detailed records of spare parts transactions, warranties, and vendor information for accountability and reporting.
 - Ensure that all spare parts meet quality standards before usage or installation.
 - Collaborate with the maintenance team to ensure availability of required parts and timely repairs.
 - Prepare regular reports on inventory status, procurement activities, and cost analysis for management review.
 - Provide personalized customer service by responding to the needs of the customers.
 - Ensure feedback from the customer to further improve the customer services. Monitoring & Maintaining Customer satisfaction by survey.
 - Build customer loyalty by follow-up of customer calls.

- Able to resolve customer disputes in a calm and intelligent manner.
- Actively managed inventory, cash sheets and daily business reports

Customer Support Representative

Plaza traders Udupi

Service Representative, (July 2015 to 2019)

JOB DESCRIPTION

- Evaluate customer problems and provide logical lasting solutions.
- Meet monthly sales quotas and activity levels on a consistent basis.
- Strong ability to attend on-site customer appointments on a daily basis.
- Conducts testing and development of disaster recovery plans to detect faults

Computer Proficiencies

Operating System: Windows 7, 8, 8.1, 10, 11 MS Office (Word, Excel, Power point).

EDUCATION

- BBM in St. Marys College, Shirva – Mangalore University.
- P.U.C from Govt Pre-University College, Kundapur
- Date of Birth: 23rd November 1993
- Languages known: Kannada, Hindi, English, Tamil, Malayalam.
- Nationality: Indian
- Valid Indian Driving license
- Reference available on request

DECLARATION

Declaration I hereby declare that all the above statement mentioned above are complete and correct to the best of my knowledge and belief

Place: - Saudi Arabia

Dt: -