

MOHAMMAD ASLAM

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PROFESSIONAL SUMMARY

Passionate and dedicated Retail assistant with 1.7years experience in retail stores, wholesale buyer. Expect with experience combining leadership and customer service expertise in a high and large volume environment core. Competencies include team management, adaptive of people skills as well as excellent communication skills and time management skills. Handles tasks with accuracy and efficiency. Looking for a position with an opportunity for fast growth within the company

WORK EXPERIENCE

Assistant Manager

Premier Store, Edinburgh, Scotland, UK

March 2025– August 2025

Roles & Responsibilities:

- Trained a team of 5 sales associates, improving store performance by 10%.
- Implemented a new inventory management procedures, resulting in a 5% reduction in stock.
- Resolved complex customer escalations retaining 95% improved customer satisfaction rating by 8%.
- Drove promotional campaigns and visual merchandising contributing to a 5% uplift in product sales.
- Maintained store cleanliness, health & safety and security.
- Ensured products were displayed attractively following brand's guidelines.
- Prepared daily/weekly sales reports to improve profitability.

Sales Associate / Retail Parcel Service Assistant

Premier Store / Castle Store – Edinburgh, Scotland, UK

February 2024 – March 2025

Roles & Responsibilities:

- Provided exceptional customer service to an average of 100+ customers daily.
 - Assisted customers with product selection and inquiries, increased upsell opportunities.
 - Processed cash, credit card transactions accurately maintaining a low error rate.
 - Resolved customer compliants and issues promptly.
 - Collaborated with team members to meet daily sales targets.
 - Proficient in POS systems .
 - Checking expiry dates and rotate stock (FIFO).
 - Following health & safety, Food & safety procedures.
 - Accepted, processed incoming parcels for collection/drop off.
 - Scan barcodes and update tracking information for parcel services (E.g EVRI, YODEL, ROYAL MAIL, INPOST, DHL, Fedex, UPS).
 - Manage returns for online retailers (E.g AMAZON, ZARA, EBAY, SHEIN, JOHN LEWIS etc....).
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EDUCATIONAL QUALIFICATIONS

Bachelor of Science (B.Sc.)

Osmania University.

(Mathematics, Statistics, Computer Science) – CGPA: 8.14

Intermediate – MPC

SR junior College

(Maths, Physics, Chemistry) – CGPA: 85%

Secondary School

Vignan high school– CGPA: 8.8

CERTIFICATIONS

- **NEBOSH INTERNATIONAL GENERAL CERTIFICATION (IG1 – Pursuing, IG2 – Cleared).**
 - **INSTITUTION OF OCCUPATIONAL SAFETY AND HEALTH (IOSH CERTIFICATION).**
 - **PG DIPLOMA IN FIRE & SAFETY.**
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SKILLS

Soft Skills:

Communication | Leadership | Problem Solving | Customer Service | Time Management | Teamwork | Emotional Intelligence | Sales & Persuasion

Technical Skills:

MS Office | Word | Excel | POS Systems | PayPoint Transactions | Promotional & Labelling Software

LANGUAGES:

English | Hindi | Telugu | Tamil

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