

MUSTAFIGUR RAHMAN

CONTACT

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SKILLS

- Store Opening and Closing
- Customer Needs Assessment
- Policy and Procedure Adherence
- Cash Handling
- Cash Handling Accuracy
- Problem-Solving
- Verbal and Written Communication
- Customer Service
- Sales Goals Attainment
- Product Recommendations
- Stocking and Receiving
- Order Processing
- Product Signage and Labeling
- Merchandise Stocking
- Storage Organization

LANGUAGES

English

Full Professional

PROFESSIONAL SUMMARY

Customer-focused Retail Associate with solid understanding of retail dynamics and customer service standards. Experienced providing quality product recommendations and solutions to meet customer needs and exceed expectations. Committed to executing sales, service and customer experience initiatives driving strong sales. Enthusiastic individual experienced in stocking shelves for variety of organizations. Offering engaging and pleasant personality combined with background building customer relationships.

WORK EXPERIENCE

Stock Associate, 07/2023 to Current
Mango - Vaughan, ON (On-Site)

- Maintained effective team member communication.
- Stocked merchandise, clearly labeling items, and arranging according to size or color.
- Greeted customers and directed to requested products.
- Answered customer questions and provided detailed product information.
- Placed products in correct storage locations to keep stock areas organized and inventory counts accurate.

Sales Associate, 02/2022 to 09/2022
Adidas - Amsterdam, Netherlands

- Assisted teammates with sales-processing tasks to meet daily sales goals.
- Sold various products by explaining unique features and educating customers on proper application or usage.
- Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices.
- Built and maintained relationships with peers and upper management to drive team success.

Sales Associate, 10/2020 to 12/2021
Vodafone - Zhytomyr , Ukraine

- Arranged new merchandise with signage and appealing displays to encourage customer sales and move overstock items.
- Received and displayed product shipments on store retail shelves upon delivery.
- Increased purchase amounts by cross-selling with similar products.
- Reviewed files, recordings and other documents to obtain information to respond to requests.

Sales Assistant, 01/2018 to 07/2020
LC Waikiki - Zhytomyr , Ukraine

- Accepted and completed cash, check and credit card payments.
- Helped customers find specific products, answered questions and offered

product advice.

- Monitored stock levels to facilitate restocking and replenishment of shelves.
- Built and maintained relationships with peers and upper management to drive team success.

Sales Associate, 01/2015 to 08/2017

Eleven - Kuala Lumpur, Malaysia

- Helped customers find specific products, answered questions and offered product advice.
- Engaged customers in friendly, professional dialogue to determine needs.
- Answered incoming telephone calls to provide store, products and services information.
- Answered product questions with up-to-date knowledge of sales and promotions.

EDUCATION

Certificate : Professional Office Administration , 05/2023

YWCA Toronto - Toronto, ON

Bachelor of Arts : Economics, 08/2021

Zhytomyr Polytechnic State University - Zhytomyr, Ukraine

Certificate : Business Studies, 11/2014

Malvern International Academy - Kuala Lumpur, Malaysia

High School Diploma, 08/2009

Mohammad Mokon High School And College - Sylhet, Bangladesh