ANSAR MALEK

Date of birth: 02-02-1998 | **Place of birth:** India | **Nationality:** Indian |

Gender: MALE

ABOUT ME

Reliable and dedicated retail and supermarket professional with over 8 years of experience in customer service, Sales support, cashier operations, and inventory management. Skilled in stock handling, warehouse operations, And maintaining high store standards while ensuring excellent customer satisfaction. A strong team player with a Proactive approach, good organizational skills, and a commitment to efficiency and quality service.

WORK EXPERIENCE

SUPERMARKET SALES ASSISTANT & CASHIER 07/2018 - PRESENT

Retail supermarket /pharmacy outlet, Gujarat, India

- Assisted customers with product selection, inquiries, and provided excellent customer service.
- Operated POS systems efficiently, handling cash, card, and digital payments accurately.
- Managed billing, refunds, exchanges, and performed daily cash reconciliation.
- Maintained shelves through regular restocking, merchandising, and ensuring product availability.
- Received, unloaded, and organized stock deliveries in the warehouse and stockroom.
- Monitored expiry dates and ensured product quality and safety standards.
- Conducted inventory checks and maintained accurate stock records.
- Handled customer complaints, inquiries, and returns professionally and promptly.
- Assisted in implementing promotional displays, pricing updates, and labeling.
- Maintained cleanliness and organization of the store as per company standards.
- Coordinated with team members to ensure smooth store operations during peak hours.
- Followed company policies related to health, safety, and hygiene standards.
- Supported loss prevention activities by monitoring suspicious behavior and reporting issues.
- Ensured proper product placement based on merchandising guidelines.
- Built positive customer relationships to enhance repeat business and satisfaction.
- Managed high customer footfall efficiently while maintaining service quality and speed.
- Assisted in visual merchandising to improve product visibility and boost sales.
- Monitored fast-moving items and informed management for timely replenishment.
- Supported store opening and closing activities, including cash handling and system checks.
- Verified invoices against delivered goods to ensure accuracy and prevent discrepancies.
- Coordinated with suppliers and delivery personnel for smooth stock intake.
- Helped train new staff on POS systems, store procedures, and customer service standards.
- Maintained proper storage conditions for perishable and sensitive products.
- Identified and reported damaged, expired, or missing stock to management.
- Assisted customers with locating products quickly, improving overall shopping experience.
- Ensured compliance with store policies, billing accuracy, and pricing standards.
- Supported seasonal sales, discounts, and special promotions execution.
- Handled multiple tasks simultaneously in a fast-paced retail environment.
- Monitored queue lines and ensured quick checkout service during busy hours.
- Contributed to achieving daily and monthly sales targets through active support.

SKILLS

Customer Relationship Management, Sales Target Achievement & Upselling, Product Knowledge & Category Handling, Visual Merchandising & Store Presentation, Billing Accuracy & Transaction Management, Loss Prevention & Shrinkage Control, Order Processing & Stock Coordination, Time Management & Multitasking, Problem Solving & Conflict Resolution, Store Opening & Closing Operations, Quality Control & Product Handling Vendor Coordination & Delivery Handling, Basic Computer Skills (MS Excel, Billing Software) Attention to Detail & Accuracy, Adaptability & Fast Learning, Inventory Control & Stock Management, Order Fulfilment & Dispatch Handling, Goods Receiving & Inspection, Packing, Palletizing & Shipment Preparation, Barcode Scanning & Inventory Systems, Warehouse Organization & Space Optimization, Material Handling & Safety Procedures, Loading & Unloading Operations, Supply Chain Coordination, Documentation & Record Keeping (GRN, invoices), Stock Auditing & Cycle Counting, Handling Fragile & Perishable Goods Time Management in High-Volume Operations, Team Coordination in Warehouse Activities, Compliance with Health & Safety Regulations

EDUCATION AND TRAINING

10th – G.S.E.B – 82.57 %- IN MARCH 2013

12th – G.S.E.B – 67.00 %- IN MARCH 2015

LANGUAGE SKILLS

Mother tongue(s): **GUJARATI**
Other language(s): **HINDI**
Other language(s): **ENGLISH**

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
GUJARATI	C1	C1	C1		C1
HINDI	C1	C1	C1		C1
ENGLISH	B1	B1	B1		B1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient use