Md Abdullah Al Mamun

Retail Professional with a Customer-Centric Approach





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About

I am an ambitious and dependable retail professional with over four years of experience in customer service within the retail sector in my home country. Dedicated to delivering personalized service, I excel in fast-paced environments and consistently prioritize customer satisfaction. With a reputation for being a fast learner and adaptable team player, I manage multiple tasks efficiently while maintaining a positive, solution-oriented approach.

Talents & Skills

Customer Service • Team Player • Adaptability

Experience

Retail Sales Team Member · **Shwapno**

2022 - 2025

Supported customers in choosing products by offering detailed advice and guidance. Kept up to date with all product ranges, ensuring expert knowledge across store categories. Ensured shelves were fully stocked and maintained a clean, organized store environment. Handled transactions efficiently, including operating cash register and processing payments. Managed customer concerns with professionalism, fostering a positive shopping experience.

Retail Sales Assistant · **Agora**

2020 - 2022

Enhanced store appeal by maintaining tidy and visually appealing product displays. Assisted customers in finding products quickly, ensuring smooth and efficient shopping. Organized merchandise and restocked shelves to keep the store well-stocked. Monitored store for theft, reporting suspicious activities to ensure security.

Education

BSc · **Rajshahi University of Engineering & Technology**

2020 - Present