

Amreen Shaikh

Customer Service Specialist

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Dedicated and results-oriented Customer Service Representative with over nine years of experience in providing exceptional customer support in fast-paced environments. Skilled in handling customer inquiries, resolving issues, and ensuring customer satisfaction through active listening and problem-solving. Expertise in identifying client needs, providing tailored product recommendations, combined with a passion for helping clients achieve their goals and building strong, lasting relationships.

Work Experience

Sales Consultant

Feb 2023 - Present

Rivoli Group - Rivoli Eyezone | Sharjah

- Dealing with global luxury Eyewear Brands like Cartier, Dior, Gucci, Bvlgari, Prada, Versace, Dolce & Gabbana, Michael Kors, Emporio Armani, Ray Ban, Oakley & Maui Jim.
- Providing luxury shopping experience & exceptional customer service to each & every customer
- Making sure High brand values are delivered, High quality & exclusivity is well maintained all time. Engaging customer through out the sales journey & delivering best to match the requirements.
- Contributing to achieve individual & store target every month through daily walk in & call outs.
- Maintaining standard operation procedure for store profitability.

Associate Business Manager

Nov 2021 - Feb 2023

Enrich - Hair & Beauty | Kharghar

- Successfully managed a team of 23 staff. Rostering, daily briefing/meetings & weekend activities.
- Scheduling customer appointments through walk in & phone calls maximize appointment dashboard & drive revenue from each technician/expert.
- Responsibilities include achieving sales target and ensure the Standard Operating Procedures is followed and adhered for store profitability. Over exceeded the targets by 5% more than 4 times consistently. Worked on Power BI application.

Fashion Consultant

Jul 2019 - Oct 2021

Satya Paul - Reliance Brands Limited, Palladium Mall | Mumbai

- Provided luxury shopping experience to each & every customer. Made sure that the
- Craftsmanship, Inspiration & story of each collection has been justified.
- Selection of outfit to customizing as per clients requirements to styling & completing the look with additional accessories and styling tips.
- Creating different looks for clients to meet their everyday needs.
- Ensured the visual appearance, display is intact to maximise footfall. Achieved monthly target through daily walk-in, home shopping & digital sales.
- After sales service to retain customer back.

Fashion Consultant

Jan 2017 - Jul 2019

Gas - Reliance Brands Limited, Palladium Mall | Mumbai

- Provided luxury shopping experience to each & every customer. Made sure that the
- Craftsmanship and Inspiration of the Brand/product is well described to justify the pricing.
- Created multiple looks by cross selling & upselling.
- Ensured the visual appearance, display is intact to maximise footfall.
- Achieved monthly target through daily walk-in, home shopping & digital sales.

- After sales service to retain customer back

Core Skills

Customer Service Excellence, Sales & Negotiation, Product Knowledge, Verbal & Written Communication, Multi-tasking & Time Management, Solution-Oriented Approach, KPIs

Education

DY Patil University

Jan 2024 - Feb 2025

Bachelor of Business Administration Retail Management

Mumbai University

Jun 2013 - Feb 2016

Higher Secondary school Certificate

Certificates

Go Fynd Store Rewards

Gas

Service Mystery Audit

Satya Paul

Mannequin Styling Contest - Central Brand. New

Interests

Client Relationships, product knowledge, customer focus, Retail Sales, Visual Merchandising