

Muhammad Rukhshan Alam

250 Tanglewood Ln # L2
King of Prussia, 19406, PA
(484)-744-8187
rukhsan010@gmail.com

EXPERIENCE

Retail Customer Service Associate

The UPS Store #3443 - Wayne, PA

January 2021 to Present

- Maintaining a welcoming, positive and executive behavior towards customers.
- Helping customers with needs and questions.
- Up selling products.
- Answering questions in person, on call and responding to emails.
- Meeting daily sales goals.
- Ensuring a successful and positive relationship with customers.
- Operating POS, maintaining transactions, balancing registers.
- Cross-selling products.
- Maintain an orderly and clean environment for customers.

Sales Associate

Gap Inc. - King of Prussia, PA

August 2020 to December 2020

- Greeting and Welcoming customers into the store.
- Describing to customers the best product of their demand.
- Suggesting related products to customers to increase their options.
- Processing orders, operating POS, processing and fulfilling online orders and processing returns.
- Promoting sales.

SKILLS

POS

Sales

Cash Handling

Computer skills

Communication skills

Punctual

Inventory control

Problem management

Microsoft Excel

Active Listening

Microsoft Office

LANGUAGES

English, Hindi, Urdu, Punjabi

- Explaining benefits of store loyalty programs and store credit cards for exclusive benefits.
- Assisting customers on calls and assisting them in the best way possible.

Retail Customer Service

The GIANT Company - King of Prussia, PA

June 2020 to August 2020

- Providing customers with helpful information.
- Guarantee customer loyalty and give proficient client care.
- Maintaining standards of cleanliness for better customer experience.
- Communicating with customers to help them find specific products.
- Handling returns.
- Handling customers' complaints and requests.

Education

Associate in Science (AS) in Computer Programming

Montgomery County Community College - Blue Bell, PA

September 2020 to Present