### Abdul Wahab Malik

Bronx, NY 10469 │ [awm907@gmail.com](mailto:awm907@gmail.com)

Engaging, results-oriented professional with superior interpersonal skills and proven ability to maximize profits. Adept at connecting client needs with business opportunities to deliver superb customer experience.

# Areas of Expertise

|  |  |  |
| --- | --- | --- |
| * Client Relations * Customer Service * Collaborative Leadership | * Financial Products & Services * Marketing * Consultative Sales | * Conflict Resolution * Records Management * Fluent in English/Urdu |

# Professional Experience

**Cutomer service representative |** JT Center Gas Inc, Cross County, New York 2018 to Present

Interacting with customers to handle complaints, processing orders, providing information about services and products of the company. As a customer service representative, our company's top priority is customer satisfaction and ensuring it.

* Greet customers when entering or leaving establishment.
* Process sales transactions including gift cards, check payments, credit cards, securing cash deliveries in safe deposits. Returning products, ordering inventory, scheduling customer appointments.
* Maintain adequate change denominations in the cash drawer and request additional change for better cash flow.
* Collaborate with colleagues and senior leadership to prioritize and execute tasks in fast-paced environment; generate reports to open and close the day and perform other advisory operations.
* Employ de-escalation techniques and strong problem-solving skills to achieve positive outcomes and increase customer retention.

**sALES AND SERVICES ASSOCIATE|** Shoprite, Greenway Plaza, Yonkers, New York 2016 to 2018

Directed daily operations to achieve business objectives. Working closely with inline managers to strategize and execute marketing, signage, shipment, and replenishment processes along with company priorities.

* In charge of receiving shipment, maintaining track records, managing instore products, assisting customers to new products, and helping them out with product information and selection.
* Staying knowledgeable about our range of products in HABA department.
* Designed and implemented marketing strategies to drive revenue growth; rearranged displays to increase exposure of key merchandise and rotated products monthly to bolster customer draw rate.
* Leveraged strong communication skills to cultivate relationships with staff and management colleagues. Recognized by leadership for superior performance.

# Education

**Bachelor of Science in Computer Science, Minor in Mathematics |** Lehman College, CUNY, Bronx, New York, anticipated 2021. Current Cumulative GPA: 4.00

**Associate of Science in Computer Science |** Bronx Community College, CUNY, Bronx, New York

<https://www.credly.com/badges/7f15f1fa-5433-4b9d-ba9f-89e110f0d1bd/public_url>