



AMALA ANILKUMAR

EXPERIENCE

SALES & CUSTOMER SERVICE ASSOCIATE | Mar 2018 - Dec 2022 BOOTS PHARMACY, M.H. ALSHAYA GROUP, DUBAI, UAE

- Provide a high level of personalized service to business-class travelers, understanding their specific needs and offering tailored recommendations for health, wellness, and beauty products.
- Advise customers on premium skincare, cosmetics, health supplements, and travel essentials, staying up-to-date with luxury or exclusive brands available in-store.
- Serve as a representative of both the pharmacy/beauty store brand and the airport lounge, maintaining a polished appearance and professional demeanor at all times.
- Establish rapport with high-end clientele, ensuring repeat business and positive word-of-mouth by delivering exceptional service.
- Keep the store visually appealing by ensuring displays are attractive, products are well-organized, and the store maintains a luxurious and welcoming atmosphere.
- Handle customer inquiries, complaints, and returns with diplomacy and professionalism, especially given the premium nature of the clientele.
- Provide fast, yet attentive service, as airport lounge guests typically have limited time before their flights.

RECEPTIONIST | 2015-2017 LOLLIPOP SCHOOL, SHARJAH, UAE

- Greet parents, students, and visitors with professionalism and courtesy, creating a positive first impression.
- Handle incoming calls, emails, and appointment scheduling for school leadership.
- Maintain student attendance records and update the database regularly.
- Assist with school event coordination and distribute internal circulars and notices.
- Ensure all visitors follow school safety and child protection protocols.
- Provide translation support between Arabic- and English-speaking families.

SKILLS & EXPERTIZE

- Interpersonal & Communication Skills
- Cultural Sensitivity & Professionalism
- Adaptability & Flexibility
- Multilingual Customer Interaction (English, Hind)
- Product Knowledge (healthcare, OTC, skincare, cosmetics, wellness)
- Cross-Selling Techniques
- Customer Service
- Problem Solving
- Sales & Upselling
- POS System Operation
- Product Knowledge
- Visual Merchandising
- Inventory Management
- Team Collaboration

DECLARATION

Hereby declare that the above particulars of facts and information stated are true, correct and complete to the best of my belief and knowledge.

AMALA ANILKUMAR

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Sharjah

PROFILE

Motivated and customer-focused Sales and Customer Service Associate with a strong background in retail, particularly in pharmacy and beauty product environments. Passionate about helping customers find the right products to meet their health and wellness needs, while delivering an exceptional shopping experience. Skilled in product knowledge, upselling, handling customer inquiries, and maintaining a clean, organized store environment. Known for reliability, a friendly attitude, and a commitment to building customer trust and loyalty.

EDUCATION

BACHELOR OF COMMERCE (B.COM) | 2018
Victoria Collage Sharjah, UAE - Bharathiar University

HSE | 2015
New Indian Model School, Sharjah, UAE
Kerala board

SSLC | 2013
New Indian Model School, Sharjah, UAE
Kerala board

COMPUTER SKILLS

- MS Word
- PowerPoint

LANGUAGE KNOWN

- English
- Hindi

PERSONAL DETAILS

Date of Birth : 06-05-1994
Visa Status : Visit Visa
Passport No : V2154408
License Status : Valid UAE Driving License