



MD Shahnewaz Parvez

Customer Service Advisor

[View profile on Dweet](#)

Languages

English

About

With a robust background in retail, I bring experience from roles at Boots and Holland & Barrett, excelling in customer service, dispute resolution, and sales planning. As an Assistant Store Manager at Talha Monipori Clothing Store, I honed my skills in team leadership and store operations. Proficient in English with adaptability across various retail environments.

BRANDS WORKED WITH

Boots

Eden Garden School and College

HOLLAND AND BARRETT

Talha Monipori Clothing Store

Experience

● Customer Advisor

Boots | Apr 2023 - Now

- Providing great customer service with the highest caring attitude.
- Handling all inbound calls from customers and supporting them to solve queries regarding the Boots.Com, Advantage card and healthcare services.
- Assisting the store manager to do all types of sales plan such as festival based marketing plans, every day's offers, target fill ups and outcome analysis.
- Stock replenishment when necessary and maintenance of delivery products.

● Supervisor

HOLLAND AND BARRETT | Jun 2023 - Aug 2023

- Fostered positive relationships with customers and suppliers.
- Resolved complex customer enquiries, disputes and complaints.
- Providing the best customer service care in a professional manner.
- Fulfilling all types of customer queries regarding product information, item benefits, online based orders and offers, in-store order, refunds, exchanges, delivery and so on.
- Assisting in deliveries in a timely manner including time management, stock replenishment on the shop floor, product damages and its brief notes and so on.
- Assisting in the Assistant store manager duties including Cash up, Monetary balance and all regulatory activities.

● Assistant Store Manager

Talha Monipori Clothing Store | Mar 2018 - Jul 2021

- Enthusiastically interacted with customers and executive leaders to boost sales and team morale.
- Performed key-holding duties including managing cash drawers, site security and timely opening and closing.
- Prepared sales reports and reconciled accounts with strong finance management skills.
- Managed sales records, reconciled cash and made bank deposits while performing store opening and closing duties.
- Evaluated team performance and handled disciplinary actions.
- Designed and implemented practices to boost customer satisfaction metrics.
- Delivered quality service with friendly and professional demeanour.
- Strengthened team performance by attracting and developing top talent.
- Fostered positive relationships with customers and suppliers.
- Resolved complex customer enquiries, disputes and complaints.
- Recruited, interviewed and hired passionate, dedicated individuals, ensuring maximum value to team.

● Botany Lecturer

Eden Garden School and College | Mar 2018 - Sep 2019

- Attended conferences to learn about new research and present findings.
- Encouraged students to ask challenging questions and thoroughly examine subject material.
- Promoted topic discussion and independent investigation to heighten student engagement.
- Administered examinations, graded papers and assigned fair, accurate grades based on results.
- Collated articles explaining key curriculum concepts and shared information with students to reinforce lectures.
- Coordinated safe and successful laboratory experiments designed to test theories proposed in classes.
- Prepared polished lectures discussing course-specific topics and broader related issues.
- Created challenging assignments, projects and lessons designed to produce well-informed students.

Education & Training

2021 - 2022

● **University of Portsmouth**

MSc in Biotechnology, Biotechnology