

# Muhammad Ali

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## EXECUTIVE SUMMARY

Dynamic and results-driven professional with a proven track record in retail store management and customer support supervision within multinational supermarket and BPO industry. Adept at implementing strategic initiatives to enhance customer satisfaction, optimize operational efficiency, and drive sales growth. Proven ability to lead and motivate teams, exceed performance targets, and ensure seamless customer experiences. Seeking a challenging role where leadership, organizational, and customer-centric skills can be leveraged to contribute to the success of a dynamic retail environment in Dubai.

## WORK EXPERIENCE

### Jalal and Sons Hypermarket

Lahore, Pakistan

Store Operations Manager

November 2018 – December 2023

- Supplier Management
- Order Monitoring
- Customer Satisfaction
- Successfully led a team of 40+ employees, enhancing customer service satisfaction scores through targeted training programs.
- Managed store merchandising initiatives and CRM, leading to a 25% improvement in product sales.
- Partnered with senior management to develop budget and controlling unusual expenses.
- Achieved a significant reduction in stock outs by implementing advanced inventory management practices, leading to a decrease in carrying costs.
- Negotiated vendor contracts, achieving a 12% reduction in procurement costs, contributing to an increase in profit margins.
- Manage company's inventory from all aspects, items serial numbers, monthly stock take to maintain accuracy, old stock list to management, items received with all control all supportive documents, shelving, labelling and all needed information in the system and required documents.
- Direct calls to appropriate department, providing them with as much information
- Diagnose and resolve incidents and maintenance work to relevant department for the resolution
- Call and Email correspondence with vendors.
- Manage the E-commerce orders.

### Spinney's Mart Supermarket

Dubai, UAE

Administrator

June 2013 - September 2018

- Provided services through efficient staff training, vendor collaboration, safety policy implementation, and effective resolution of customer complaints.
- Received PIC (Person In Charge) and Customer Services training certificates by Dubai Municipality.
- Streamlined the customer order process, resulting in a 15% improvement in order accuracy.
- Proficient in working with SAP, handling various administrative tasks efficiently.
- Responsible for creating, sending, and receiving orders, optimizing inventory control.
- Implemented strategies to maintain product expiry records, minimizing wastage.
- Optimized the invoice posting and R.T.S process, leading to a 40% reduction in processing errors.

### MCB Bank Limited

Lahore, Pakistan

Collections & Sales Executive

February 2007 – March 2013

- Consistently met and exceeded collection targets, achieving a monthly average of 80%.
- Processed funds transfers, set up automatic payments, cleared loan arrears, and managed credit card payments.
- Achieved a 98% customer satisfaction rating through effective feedback management.
- Executed blocks and limits on accounts, approved and loaded overdraft limits to customer accounts.
- Improved customer relations, leading to an increase in additional business from existing clients.
- Assisted in designing and administering collection processes, policies, and procedures.
- Coordinated collections with the Accounting Department, attorneys, and collection agencies.
- Created outstanding monthly, quarterly, and year-end Board Reports, highlighting key achievements and challenges.
- Call the new and existing customers to informed about the new promotions and updates
- Also, my role is to involve building and nurturing client relationships, selling our banking product, and achieving ambitious sales targets.

## EDUCATION

**University of the Punjab**  
*Bachelors in Commerce*

**Lahore, Pakistan**  
*2006*

**Brains College**  
*Intermediate in Computer Sciences*

**Lahore, Pakistan**  
*2004*

## SKILLS & INTERSTS

**Skills:** Microsoft Office (Excel, Outlook, Office 365, Dynamics), G-Suite, SAP

**Interests:** Sales & Operations, Cricket and Movies.

## PERSONAL INFORMATION

**Marital Status:** Single

**Date of Birth:** 02-09-1985

**Languages known:** English, Urdu, Hindi

**Nationality:** Pakistani