

## Amad Ullah

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### PROFILE & SKILLS

- Almost 5 years' experience in Accounts, Operations, Audits, Administration, Sales and Management.
- Worked on SAP, ERP, QuickBooks, & Tally Software.
- Strong negotiation skills to deal with customers and dedicated to meet expectations and requirements of internal/external Customers.
- Knowledgeable and trained in preparing administrative, and Operation reports on time. Also, special reports when needed by the management.
- Ability to lead and manage a multi-cultural force.
- Able to operate office equipment's and well proficient with software applications such as Microsoft Office (Word, Excel, PowerPoint and Outlook).

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### EDUCATION

Bachelor of Business Administration – Hons,

Northern University Pakistan

2022

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### MAJOR COURSES STUDIED

Financial Management, Financial Accounting, Business and Finance, Statistical and Business Math's, Data Base, Auditing, Cost Accounting, Marketing Management, Human Resource Management.

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### WORK EXPERIENCE

- **KFC, Pakistan**

**Shift Manager** (Aug2022 –Mar2024)

#### Responsibilities

- Supervised and directed the activities of KFC store team members during the shift.
- Assigned tasks, provided guidance, and monitored performance to ensure that all operational standards are met.
- Trained new employees and provided ongoing development opportunities for existing staff. Ensured that team members are properly trained on KFC's policies, procedures, and food safety standards.
- Managed inventory levels and ordered supplies as needed to ensure that store have an adequate stock of ingredients and packaging materials. Monitored inventory levels, conducted inventory counts, and placed orders with suppliers to replenish stock.
- Ensured that all food products served at KFC store meet the company's quality and food safety standards. Conducted regular inspections of food preparation areas, equipment, and storage areas to ensure compliance with health and safety regulations.
- Ensured excellent customer service at all times. Kept a strong follow up on staff how they greet customers, take orders.
- Handled customer inquiries and complaints, and ensured that orders are prepared accurately and served promptly.
- Managed cash registers, handled cash transactions, and reconciled cash drawers at the end of each shift. Also ensured that all transactions are recorded accurately and that proper cash-handling procedures are followed.
- Created and managed shift schedules for store team members, taking into account staffing needs, employee availability, and business requirements. Also ensured that the store is adequately staffed at all times to meet customer demand.

- Maintained a safe and secure work environment for employees and customers. Enforced safety procedures, monitored for hazards, and respond to emergencies where I felt the need.
- Oversaw the cleaning and maintenance of KFC store facilities, including dining areas, kitchen equipment, and restrooms. Also ensured that cleanliness standards are maintained to create a pleasant dining environment for customers.
- Provided feedback and performance evaluations for team members, recognized achievements and addressed areas for improvement. Coached and mentored employees to help them reach their full potential and to contribute to the success of the team.
- Administrate HR policies and procedures, including employee relations, compensation and benefits and compliance with legal and regulatory requirements.

- **Carrefour, Pakistan**

**Sales cum Merchandiser** (June2021 - July2022)

**Responsibilities**

- Oversaw inventory levels to ensure that products are always in stock and available for customers.
- Monitored inventory turnover rates, track product sales, and had collaboration with suppliers to replenish stock as needed.
- Ensured that products are organized in an aesthetically pleasing and logical manner to maximize sales and facilitate customer navigation.
- Had collaboration with marketing teams to plan and execute promotional activities, such as sales, discounts, and special offers. Also had coordination with in-store events and product demonstrations to drive customer engagement and increase sales.
- Monitored pricing strategies of competitors and adjusted prices as needed to remain competitive in the market.
- Oversaw the visual presentation of products in Carrefour stores, in order to ensure that displays are attractive, well-organized, and effectively communicate product features and benefits to customers.
- Conducted market research and analysis to identify emerging trends, consumer preferences, and competitive threats and then used this information to make informed decisions about product selection, pricing, and promotional strategies.
- Ensured that all products sold in Carrefour stores comply with regulatory standards and quality requirements. Conducted quality inspections and audits to verify the integrity and safety of products.
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- **BK Foods Pvt Ltd, Pakistan**

**Sales Executive** (March2019 - April2021)

**Responsibilities**

- Proactively identified and targeted potential customers through various channels, including cold calling, networking, and referrals.
- Built and maintained strong relationship with new and existing customers to understand their financial needs and goals.
- Conducted regular meetings and follow-ups with clients to provide personalized banking solutions and ensure customer satisfaction.
- Developed and implemented effective sales strategies to achieve individual and team sales targets.

- Identified opportunities for cross-selling and up selling products to existing customers.
  - Analyzed market trends and competitor activities to identify potential business opportunities and adapt sales strategies accordingly.
  - Ensured accurate and complete documentation of all sales transactions, adhering regulatory requirements and internal policies.
  - Maintained regular performance appraisals for subordinates through verbal, written and ongoing review programs.
  - Tracked, reviewed, approved, and issued invoices.
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## **PERSONAL**

Date of Birth	17 <sup>th</sup> April 1998
Nationality	Pakistani
Marital Status	Single
Languages Known	English, Urdu, Pashto