



# MARIA KHURRAM

Assistant Retail Manager/ Front Desk Receptionist

## ● PERSONAL DETAILS

- Gender : Female
- D.O.B : 02-jan-1990
- Language : English, Urdu
- Nationality: Pakistan
- Visa Status: House wife (Residence)

## ● CONTACT

- Contact : +971555680620
- Email : [khurrammaria90@gmail.com](mailto:khurrammaria90@gmail.com)

## ● SKILLS

### ● Communication skills:

- Strong verbal and written communication abilities, including active listening and effective interpersonal skills.

### ● Teamwork:

- Collaboration skills to work effectively with colleagues, contribute to team goals, and maintain positive working relationships.

### ● Time Management:

- Effective organization and prioritization of task to meet deadlines and manage multiple assignments simultaneously.

## ■ SUMMARY

- Experienced Assistant Store Manager with the 3 years in retail management. Proven ability to multitask and maintain a friendly and professional demeanor in high-pressure situation. Proficient in MS Office and adept at multi-tasking.

## ■ WORK EXPERIENCE (2017-2019)

### ■ Assistant store Manager

#### ■ The Brand Store

- Over 3 years of experience Assisted the store manager in overseeing daily store operations, including sales, customers service, and inventory management.
- Analyse sales metrics and develop action plans to optimize revenue.
- Produce regular reports for the Store Manager and Regional Manager on store performance, sales trends, customer feedback.

## ■ ACHIEVEMENTS

- Improved sales performance by 35% through effective team management and visual merchandising.
- Conducted data analysis on sales trends to inform product placement and promotions, resulting in a 15% uplift in key category sales.
- Received positive feedback for helpfulness, friendliness, and professionalism.
- Provide guidance and training to new colleagues.

## ■ **WORK EXPERIENCE (2015-2017)**

### ■ **Receptionist and Customer Support**

#### ■ **Signage Enterprises**

- Interacted with clients, providing information, answering queries, and resolving issues.
- Kept clients informed about project progress, timeline, and any issues.
- Arranged installation schedules, permit, and logistics.
- Ensured signboard products met quality standards and client expectations.
- Maintained accurate records of client interactions, orders, and projects details.

## ■ **ACHIEVEMENTS**

- Implemented process improvements in administrative tasks such as document management and record-keeping, resulting in a 25% increase in efficiency and productivity.
- Contributed to a 15% increase in sales revenue through effective upselling and cross-selling techniques.
- Assisted in training 3 new team members resulting in a 25% increase in team productivity.
- Recognized for exceptional customer service and professionalism, resulting in a 10% increase in positive guest feedback within the first three months of employment.

## ■ **EDUCATION**

### ■ **Bachelors in Science**

- Shah Abdul Latif University (Sindh)

## ■ **CERTIFICATES**

### ■ **Microsoft Office**

- M.S Word
- M.S PowerPoint
- M.S Excel