

Curriculum Vitae



PERSONAL

Name

Ahmad Raza

Address

Flat no 502 Hydrabad Bulding Hamdan
Street Abu Dhabi
0000 Abu Dhabi

Phone number

0564982055

Email

ahmad.razase069@gmail.com

LANGUAGES

English



Urdu



INTERESTS

Watching movies and season., i like
traveling and visit new places.

RESUME OBJECTIVE

Energetic management professional versed in business management, finance and sales. Emphasizes process improvement to increase profits and customer satisfaction. Looking to move up in a company that offers me a stable and positive atmosphere and inspires me to enhance my abilities and better myself as well as the company.

WORK EXPERIENCE

May 2019 - Present

Retail Store Supervisor

Max Fashion, Abu Dhabi

- Supervised store operations, including staff supervision. Proactively led the team in developing targeted goals like operational expenses, payroll, inventory shrinkage, and associate morale including quality controls.
- Assessed daily and weekly scheduling needs and managed daily progress reports.
- Effectively performed operations' functions such as open and close, operate sales register, and back office management procedures.
- Maintained visual standards, including merchandise presentation, signage, lighting, and general maintenance according to corporate policy; and organized and laid out stockroom.
- Maintained optimal level of inventory in store by running replenishment reports/cycle counts and monitoring the distribution flows and merchandising plans of each store on a weekly basis (SAP Software).
- Researched inventory adjustments and provided recommendation for variance resolution.
- Managed Return-to-Vendor process and credit memo completion.
- Prepared inventory management reports for senior management.

Jan 2018 - Feb 2019

Customer Services Executive

Pakistan Telecommunication Limited Pakistan, Lahore

- Manage large amounts of incoming phone calls.
- Generate sales leads.
- Identify and assess customers' needs to achieve satisfaction.
- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Provide accurate, valid and complete information by using the right methods/tools.
- Meet personal/customer service team sales targets and call handling quotas.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Keep records of customer interactions, process customer accounts and file documents.
- Follow communication procedures, guidelines and policies.
- Take the extra mile to engage customers.
- Familiarity with CRM systems and practices.
- Ability to multi-task, prioritize, and manage time effectively.

EDUCATION AND QUALIFICATIONS

Sep 2013 - Jan 2018

BS Software Engineering

Comsats University, Islamabad Pakistan

Major Subjects:

- Data Base
- Software Quality Engineering
- Software Testing
- Software Requirement Engineering
- Software Engineering

Final Year Project:

- Automation of Book Dealership (A system in which all books data is store according to retail price , stores details , books order shipment details , book purchase record were maintained by using bar code scanner technology.)

Apr 2011 - Jul 2013

Associate of Science: FSC (Pre-Engineering)

Government Degree College - Vehari, Punjab, Pakistan, Vehari, Pakistan

Major Subjects:

- Physics
- Chemistry
- Mathematics

Mar 2009 - Mar 2011

High School Diploma

Bilal High School - Vehari, Punjab, Pakistan

Major Subjects:

Physics
Chemistry
Mathematics
Computer

SKILLS

Microsoft Offices



Staff Mangement



Communication Skills



leadership



Operation Management



POS



Cash Handling



Loss Prevention



Store Management



Customer Services



Retail Math



REFERENCES

Max Fashion

Atta ullah

00971554308124

attaullah.ansari@landmarkgroup.com