

# RAJA FAIZAN GUL

ADMINISTRATOR /CASHIER

## PROFILE

Managed day-to-day operations of a thriving cash and carry branch, leading a dynamic team through recruitment, training, and evaluations. Oversaw inventory control, implemented effective sales strategies, and maintained meticulous financial records. Cultivated positive customer relations, analyzed sales data for strategic decision-making, and collaborated with regional management to achieve overarching business objectives. Ensured compliance with company policies, addressed operational challenges, and fostered a positive work environment.

## EXPERIENCE

- 2018  
-  
2023

Branch Manager

Punjab Cash and Carry / Rawalpindi/Islamabad / Punjab

  - Oversee day-to-day operations. Manage and lead the team, including hiring, training, and performance evaluations.
  - Ensure efficient stock management, monitor inventory levels, and coordinate restocking. Implement and execute sales strategies to achieve revenue targets and increase market share.
  - Maintain accurate financial records, monitor expenses, and contribute to budget planning. Handle customer inquiries, complaints, and foster positive relationships to enhance customer satisfaction.
  - Analyze sales data and trends to make informed decisions and adjustments to improve performance. Work closely with regional management to align branch activities with overall business goals.
  - Ensure compliance with company policies, industry regulations, and safety standards. Address operational challenges promptly and implement solutions to optimize branch efficiency.
  - Cultivate a positive work environment, encourage teamwork, and promote employee engagement.
- 2012  
-  
2018

Cashier

Punjab Cash and Carry / Rawalpindi / Punjab

## CONTACT

- 15A Street, Villa 71, Al Rash diya Dubai
- United Arab Erimates
- Dubai
- Male
- Married
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- faazi74@gmail.com

## SKILLS

- Interpersonal Communications
- MS Office and Power BI
- Marketing
- Team Leader
- Complaint Resolution
- Team Player
- Sales-oriented

## LANGUAGES

- English
- Urdu

- Accurately process customer transactions, including cash, credit, or other payment methods. Provide excellent customer service by assisting customers with inquiries, handling returns, and ensuring a positive shopping experience.
- Ensure a smooth and efficient checkout process, minimizing wait times for customers. Familiarize with the products in the store to answer customer questions and provide information.
- Maintain accuracy in handling cash, processing transactions, and providing correct change. Monitor for any suspicious activities, and follow security procedures to prevent theft or fraud.
- Operate point-of-sale (POS) systems, including handling discounts, coupons, and loyalty programs. Reconcile cash drawer at the end of each shift, ensuring it balances with the transactions processed.
- Worked diligently to resolve unique and recurring complaints, promoting loyalty, and enhancing operations.
- Follow company policies and procedures, especially those related to cash handling and customer interactions. Keep the cashier area clean and organized, contributing to an overall tidy store environment.
- Communicate effectively with customers and colleagues, escalating issues to supervisors when necessary.

## EDUCATION

2007  
-  
2009

### **FSC in Computer Science**

F G Collage for Men H-9 Islamabad