

Muhammad Faisal Ali

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Visit Visa Valid till : 10th Oct 2025



CAREER OBJECTIVE:

To work for a progressive and dynamic organization, offering a challenging environment and opportunities for professional growth

CAREER PROFILE/SKILLS:

- Customer Relationship, Complaint Resolution and Service
- Sales expertise, Team Management and Motivation
- Microsoft Outlook, Word, and Excel
- Team Training, Teamwork and Project Management
- Inventory Management, Store operations, Staff Management
- Speed, Multi-channel communication, Personalized, Proactive
- Social Media Advertising, Flexible in multi-tasking
- Positive, Listening, Adaptable, Calm, Empathetic.

PROFESSIONAL WORK EXPERIENCE:

Organization: Sacha's Cakes (Jazba Foods Services pvt, ltd)
(Dessert Company like Katrina / Hummingbird)
Tenure: May 2020– Aug 2023
Designation: Assistant Business Development



Responsibilities:

- Identifies trendsetter ideas by researching industry and related events, publications, and announcements, tracking individual contributions and their accomplishments.
- Protects organization's value by keeping information confidential.
- Communicating new product developments and their execution.
- Keep records of sales, revenue, invoices etc.
- Provide trustworthy feedback and after-sales support.
- Develop entry level staff into valuable salespeople.

Achievement:

- Helped the sales team grow their territory sales by 30%
- Got the Employee of the year award in 2021 and 2022

Organization: Sacha's Cakes (Jazba Foods Services pvt, ltd)
(Dessert Company like Katrina / Hummingbird)
Tenure: January 2016 –April 2020
Designation: Customer Service Representative



Responsibilities:

- Managing Customer centric operations and ensuring customer satisfaction by achieving delivery and service quality norms.
- Identifying and networking with prospective clients generating business from existing accounts and achieving profitability and increased sales growth.

- Assisted customers via phone, online chats, and customer support e-mails on a daily basis.
- Develop a growth strategy focused both on financial gain and customer satisfaction.
- Manage all records regarding inventory and production on advanced excel.

Achievements:

- Trained and supervised 15 other staff over a period of 3 years at the company.
- Got promoted to Customer Service Department to Assistant business Development.

Organization:

MammaRoti (Pakistan)

(A Malaysian brand just like PappaRoti)

Tenure:

March 2013 – December 2015

Designation:

Outlet Manager



Responsibilities:

- Involves greeting customers by responding to customer inquiries, complaints, and issues in a timely and professional manner.
- Ensuring that the products are properly stocked, and that the displays are attractive and customer friendly.
- Involves managing the staff, scheduling shifts, training, coaching, and motivating them to meet sales target and provide excellent customer service

Achievements:

- Helped the sales team grow their territory sales by 20%

ACADEMIC EDUCATION:

<u>DEGREE/CERTIFICATION</u>	<u>EXAMINING BODY:</u>	<u>YEAR</u>
Bachelor's	Bahauddin Zakariya University Multan	2008
Intermediate	Board of Intermediate Education, Lahore	2006

CERTIFICATION/ ADDITIONAL SKILLS:

- **MS Office** (All versions, esp. MS Word, MS Power Point and MS Excel)
- **MS Excel** (MS Formulae, Reports Automation, Macros, Presentations w.r.t. Analysis)

TRAININGS & WORKSHOPS:

Excel GURU Training

Year - 2010

- Intermediate and advance levels of MS excel

PERSONAL INFORMATION:

Father's Name : Muhammad Ali
Date of Birth : 03-10-1987

REFERENCE:

Reference will be furnished on demand.