

Summary

Results-driven professional with extensive experience in managing bakery, dairy, and frozen departments, as well as administrative operations. Proficient in inventory management using FIFO practices, ensuring product quality and compliance with Quality Assurance standards. Expertise in conducting data analysis and reporting on sales and stock levels to optimize performance. Proven ability to execute promotions, manage stock corrections, and oversee vendor relationships to enhance supply chain efficiency. Skilled in training and scheduling staff to improve team performance and customer satisfaction while maintaining organized stock warehousing and effective merchandising strategies. Strong track record in addressing customer complaints and implementing solutions to ensure retention and satisfaction.

Objective

Dedicated professional with proven experience in managing bakery, dairy, and frozen departments and administrative operations. Seeking to leverage expertise in inventory management, product quality assurance, and team training to enhance operational efficiency and customer satisfaction in a progressive organization. Committed to implementing best practices and maintaining high quality standards.

Experience

Metro Pakistan (Pvt) Ltd

11/2021 - 01/2022

Department Manager Bakery, Dairy & Frozen

- Conducted daily department rounds to assess operations and assign tasks based on findings.
- Ensured removal of expired stock prior to store opening to maintain product quality.
- Implemented FIFO (First In, First Out) practices to optimize inventory turnover.
- Executed daily stock corrections to ensure accurate inventory records.
- Managed bi-monthly Metro post promotions, ensuring timely follow-up and implementation.
- Updated and implemented new pricing strategies on a daily basis.
- Scheduled and trained staff to enhance team performance and efficiency.
- Developed and maintained Quality Assurance (QA) reports and documentation to meet compliance standards.
- Conducted periodic inventories to assess stock levels and accuracy.
- Verified stock upon receiving to ensure proper inventory management.
- Collaborated with Head Office and trade teams to enhance product availability and drive sales.
- Addressed and resolved customer complaints to ensure satisfaction and retention.
- Oversaw stock warehousing, ensuring organized storage and accessibility.
- Maintained effective merchandising strategies, particularly for promotional items, to enhance customer experience.
- Monitored and acted on potential old stock to minimize waste.
- Coordinated with maintenance teams to ensure optimal product temperature conditions.

Metro Pakistan (Pvt) Ltd

10/2020 - 10/2021

Administration Manager

- Ensured timely ordering of stock for both Trade and Store operations.
- Verified and updated prices of stock daily before store opening to maintain accuracy.
- Oversaw departmental inventories, ensuring adherence to planned schedules.
- Conducted data analysis and reporting on sales, stock levels, stock corrections, stock value, stock days, margins, and negative stocks.
- Managed vendor relationships to optimize supply chain efficiency.
- Controlled housekeeping operations, including attendance tracking, scheduling, record-keeping, medical compliance, and social security.
- Oversaw pest control measures, including UPM, fumigation, disinfection, traps, and live bait management.

- Managed cafeteria operations, ensuring cleanliness, proper rates, maintenance of temperature, and compliance with safety protocols (use of gloves, masks, allergen separation).
- Ensured timely removal of waste, including fruits and vegetables, meat waste, and departmental scrap.
- Handled general administration tasks, including internal consumption of chemicals, gloves, aprons, face masks, and stationery.
- Assisted in preparing for internal audits, including business and process audits, to ensure compliance; coordinated with store departments to ensure both audits were successfully passed.
- Ensured daily stock corrections were implemented across all departments.
- Managed store decorations, including flyers, distribution of promotional materials, and displays for metro posts and fresh food weekends.
- Oversaw main cash management, processing payments for registered vendors, online transactions, medical expenses, and petty cash.

Condis Hypermarkets (Pvt) Ltd

07/2019 - 09/2020

Administration Manager

- Managed merchandise availability through strategic ordering
- Verified and updated prices of stock daily before store opening to maintain accuracy.
- Conducted data analysis and reporting on sales, stock levels, stock corrections, stock value, stock days, margins, and negative stocks.
- Ensured timely removal of waste, including fruits and vegetables, meat waste, and departmental scrap.
- Ensured daily stock corrections were implemented across all departments.

MAF Carrefour (Pvt) Ltd

11/2016 - 06/2019

Administration Manager

- Managed merchandise availability through strategic ordering while maintaining stock levels within defined limits.
- Conducted competitor surveys to assess market offerings and implemented necessary actions to stay competitive.
- Led quarterly inventory control, overseeing stock management, order processing, negative stock, out-of-stock items, and clearance processes.
- Supervised receiving, security, and after-sales operations to improve store audit outcomes.
- Collaborated with the after-sales team to resolve customer issues within specified timeframes, enhancing service quality.
- Trained managers and staff on standard operating procedures and conducted audits to ensure compliance with store management policies.
- Coordinated with the Finance Department to ensure timely payments for home deliveries.
- Verified and updated prices of stock daily before store opening to maintain accuracy.
- Conducted data analysis and reporting on sales, stock levels, stock corrections, stock value, stock days, margins, and negative stocks.
- Evaluation the performance of the suppliers based on supplier score card
- (SAP-BO).

MAF Carrefour (Pvt) Ltd

02/2015 - 10/2016

Administration Staff

- Distributed night run reports and rail cards to streamline operational updates.
- Managed stock orders to maintain inventory levels and prevent stock shortages.
- Conducted follow-ups on out-of-stock items, ensuring timely stock replenishment.
- Performed rail card audits to ensure compliance and accuracy in stock tracking.
- Archived documents systematically for audit readiness and record management.

Education

University of Central Punjab

Masters of Business Administration
2017 - 2019 — 2.97/4

University of Lahore

Bachelor of Business Administration

<i>Skills</i>	<ul style="list-style-type: none">• Leadership• Inventory Management• Customer Service• Vendor Management• Data analysis and reporting• Warehouse Management• Cross Functional Team Coordination
<i>Language</i>	English , Urdu, Punjabi
<i>Achievements & Awards</i>	Achieved a rare double Promotion from Administration Staff to Administration Manager, demonstrating exceptional performance and leadership qualities