

Hamza Khalid

Section Supervisor @ Sharjah Coop | Bachelors of Commerce in Marketing (Hons.)

Sharjah

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To enhance my learning & professional skills in a stable and dynamic workplace.

Areas of my strengths are:

Sales | Retail | Management | Administration | Operations | Supervision | Cash handling | Customers care services.

Work Experience

Retail Supervisor

Sharjah Cooperative Society - Sharjah

June 2023 to Present

Key responsibilities

- Achieve agreed upon sales targets and outcomes within the schedule.
- Provide outstanding customer service to customers
- Control displays and shelves accordingly to standards.
- Ensure items availability & if they're properly filled & maintained.
- Ensure minimum inventory level as per set parameters.
- Raise purchase order requests timely to avoid any sold-out situation
- Overseas branch retail operations.

Branch Supervisor

JM Tradings L.L.C - Abu Dhabi

November 2022 to May 2023

Responsibilities Include:

- Oversees the daily workflow of Store
- Process sales transactions & accepting payments through Cash or Debit/Credit card
- Oversees incoming shipments
- Maintaining accounts of stocks, receivables & payables on ms excel.
- Ensures accurate inventory record of finished goods to be maintained
- Resolve customer complaints, provide solutions.
- Conducts inventory checks to ensure ordering future shipments.

Branch Manager

Xiaomi Inc.

May 2021 to August 2022

Responsibilities Include:

- Manage day to day operations & affairs of Store
- Finalizing the sale using software in order to punch sale, receiving payment through POS machine or in cash form.
- Customer acquisition & retaining through satisfaction & after sale support.

- Hiring & laying off of staff.
- Handling of Cash & depositing it safely to bank on behalf of company.
- Growing the location's revenues by attaining given goals.

Operations & Compliance Officer

SAAB Moulded Furniture - Pakistan

November 2020 to April 2021

Responsibilities Included:

- Designing and improving sales channels
- Deliver business objectives in terms of market share, sales volume and revenue growth.
- Target customers, build a strong brand through active planning and implementation to grow market share, business goals & profit
- Ensure advertising material obtained timely
- Performance management

Sales Coordinator & Compliance officer

Boss Moulded Furniture - Gujranwala

July 2019 to November 2020

Responsibilities Included:

- Identifying, designing improvements & implement changes to resolve issues.
- Coordinating with teams & arrange Meetings.
- Making requests & notices , filling documents & Communicate relevant informations
- Ensuring adequacy of sales-related material.
- Responding to customers complaints

Retail Store Supervisor

Cell Corner

December 2015 to May 2019

Responsibilities Included:

- Finalize checkout, & manage returns.
- Keep track of inventory & order new shipments
- Resolving issues related to product.
- Training staff about products & promotions
- Managing customer care & support
- Overall managing day to day sales operations.

Sales Executive

Cell Corner - Gujranwala

September 2015 to November 2015

Responsibilities included:

- Help customers find items in the store.
- Finalizing products in order to proceed to cash counter.
- Elevate products complaints to supervisor
- Mantaining store display & decorum

Education

Bachelor's degree in Business -Commerce- Trade - Marketing

University of the Punjab - Gujranwala

September 2015 to August 2019

Skills

- Ability to Multitask
- Adaptability
- Business Administration
- Communication
- Computer Skills
- Creativity
- Inventory Control
- Leadership
- Management skills
- Microsoft Office
- Presentations skills
- Problem Solving
- Supervisory Skills
- Team Management
- General Administration
- Office Administration
- Focussed
- Office Support
- Phone Etiquette
- Receptionist Duties
- Timekeeping

Languages

- Urdu - Expert
- English - Fluent
- Punjabi - Expert
- Arabic - Intermediate