



Muhammad Hasnat Butt

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● ABOUT ME

To succeed in an environment of growth and excellence and earn a job that provides me job satisfaction and self-development and helps me in achieving personal as well as organizational goals.

● WORK EXPERIENCE

2022 – 2024 Dubai , United Arab Emirates

SALES ASSISTANT, PURCHASER AND ONLINE MARKETER AL MALIK VEGETABLES AND FRUITS SUPPLIER

- Research, select and purchase quality products and materials.
- Build relationships with suppliers and negotiate with them for the best price.
- Load & Unload.
- Determine quantity and timing of deliveries.
- Invoice.
- Prepare and maintain purchase reports, budgets and records.
- Keep updated on new products and services in the marketplace.
- Analyze business overall expenses and reduces project costs to increase profit.
- Design, build and maintain the company's social media presence.
- Measure and report performance of all digital marketing campaigns and assess against goals.
- Coordinate with advertising and media experts to improve marketing results.
- Develop and monitor campaign budgets.
- Manage email and social media marketing campaigns.
- Generate leads.
- Increase sales.
- Develop & Implement Marketing Strategies. [Customer Needs & Trends, Conduct Market Research & Analysis, Develop & Manage Marketing Budgets]
- Content Creation & Manage Social Media Online Presence. [Monitor & Engage with Online Community, Maintain an Effective Website]
- Manage Marketing Campaigns. [Paid Advertising Campaigns (Google Ads, Instagram Ads, Facebook Ads, etc.) Measuring and Analyzing Campaign Performance]

2018 – 2020 Dubai, United Arab Emirates

WAREHOUSE ASSISTANT AND ONLINE ORDER PICKER ALSHAYA GROUP IS A FRANCHISE OPERATOR FOR OVER 70 RETAIL BRANDS.

- Main responsibility to support team of receive, pick, online pick, pack, put away and dispatch.
- Receive and check incoming pick tickets.
- Locate products using technology.
- Retrieve orders according to quantity, size etc. ensuring accuracy.
- Build pallets with orders and position them to loading docks.
- Wrap orders before loading on trucks.
- Re-stock inventory manually or with warehouse equipment.
- Maintain equipment and report on malfunctions.
- Adhere to health & safety policies and quality standards.
- Experience in RF devices.
- Great attention to detail.
- Diligent and punctual.
- Good physical strength and stamina.

2016 – 2018 Lahore, Pakistan

SHOP SUPERVISOR AND CASHIER ZENITH IS THE LARGEST HALAL MEAT EXPORTER IN PAKISTAN.

- Greet clients and visitors with a polite, positive, friendly & helpful manner.
- Helping customers to solve their questions or issues in the process of payment.
- Keeping record of daily transactions' data and sending reports to the supervisor on a timely basis.
- Cooperating with colleagues to resolve any problems during work, such as machine faults, programming errors, etc.
- Check the products and specifying the amount for each type of transaction.
- Processing payment, such as counting and sorting cash and distributing change.
- Assisting in organizing stock by taking goods to break room or storeroom for storage when necessary.
- Send photos to management every hour to know that everything is under control.
- Maintain safety and hygiene standards of all work areas to be neat and tidy at all times.

2014 – 2016 Lahore, Pakistan

CUSTOMER SERVICE REPRESENTATIVE DISH NETWORK

Answering customer questions

Communication

Conflict resolution

Order processing

Product/service knowledge

Complaint resolution

Feedback collection

Time management

Problem solving and critical thinking

Experienced customer service representative with strong skills in communication and problem-solving. Worked in various industries providing customer support.

● EDUCATION AND TRAINING

31/10/2024 Dubai, United Arab Emirates

HSE INDUCTION TRAINING Transguard Group LLC

06/10/2021 Dubai, United Arab Emirates

CHEMICAL AWARENESS, SAFE HANDLING & APPLICATION BIOTEK SOLUTIONS (LLC-SO)

Website <https://www.bioteksolutions.ae/>

14/06/2017 Lahore , Pakistan

INVENTORY CONTROL Punjab Board of Technical Education

Website <https://www.pbte.edu.pk/>

08/09/2012 Lahore , Pakistan

HIGH SCHOOL IN ENGINEERING Unique College for Boys

Website <https://unique.edu.pk/>

04/08/2010 Lahore , Pakistan

SECONDARY SCHOOL IN SCIENCE Saint Andrews Church High School (Cathedral)

● DIGITAL SKILLS

Social Media marketing | Email marketing | Data-Entry | Computer Literacy | Word Processing (Microsoft Word) | Web based communications and research | Google Workspace (Gmail, Drive, Meet, Calendar, Chat, Docs, Sheets, Slides, Keep, Sites, and Forms) | Video chat (MS Teams, Zoom, Skype, Facetime) | Phone, email and chat communication skills

● LANGUAGE SKILLS

Mother tongue(s): **URDU**

Other language(s): **ENGLISH**

● **COMMUNICATION AND INTERPERSONAL SKILLS**

Leadership, Active listener, Teamwork, Patience, Respect, Desire to grow, Negotiation & Dependability.

- Having a professional manner with an emphasis on customer service.
- Capable to understand and use any type of user defined software.

● **HOBBIES AND INTERESTS**

Personal Grooming, Snooker, Run, Physical fitness and Walk.

● **CHARACTER CERTIFICATES PAKISTAN**

Character Certificates

Cathedral School character certificate
Unique college for boys character certificate
Police character certificate

● **HONOURS AND AWARDS**

Team Member and Participations – Unique college for boys and Cathedral School

Basketball Team member
Cricket Team member
Karate Team member