



M JAMAL UR RASOOL

Section Supervisor SuperMarket

About Me

Enthusiastic receptionist with four years of hands-on experience providing front-desk service for a major corporation. Highly personable multitasker capable of answering phone calls, guiding visitors, and maintaining general office security. Fluent in English and Urdu.



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16C- St. Naif, Deira, Dubai

LANGUAGE

- English
- Hindi
- Urdu

EXPERTISE

- Management Skills
- Creativity
- Communication Skills
- Multitasking
- Critical Thinking
- Leadership

EXPERIENCE

Section Supervisor

Poppy Shopping Mart

2022 - 2024

- Oversee the daily operations of the hypermarket section, ensuring high standards of customer service and operational efficiency.
- Manage and supervise a diverse team, providing training, mentorship and support to enhance performance and professional growth.
- Address customer inquiries, feedback and complaints promptly, maintaining a positive shopping experience.
- Utilize retail management software for efficient operations and reporting.

Customer Service Representative

Zeest Super Market

2020 - 2022

- Resolved customer complaints and issues, ensuring customer satisfaction and retention.
- Processed orders, payments, returns and exchanges following company policies and procedures.
- Use CRM Softwares Microsoft Office and Social Media platforms to record customer interactions transactions and feedback.

EDUCATION

University of Education

Master's in Science
2018-2020

Bahauddin Zakariya University

Bachelor's in Science
2016-2018

DEGREE ATTESTATION

All degrees has been attested from Ministry of Foreign Affairs Pakistan and UAE Embassy Pakistan.