

CURRICULUM VITAE

PERSONAL DETAILS

Name : Muhammad Zaid Butt
Date of Birth : 23 July 2002
Nationality : Pakistani
Visa Status : Tourist Visa till (28-10-23)
Email : zaidbutt832@gmail.com
Mobile No : +971 55 436 8389
POSITION APPLIED : Sales/Customer Service



OBJECTIVES

To excel in a position by applying my professional experience and strive towards fulfilling the responsibilities assigned to me, I can perform well in my field, and I assure to uphold your quality standards, policies and procedures.

PROFESSIONAL SUMMARY

Secure a responsible career opportunity to fully utilize my experience and skills, while making a significant contribution to the success of the company.

EXPERIENCE

Total Parco (Arab Refinery LTD) Islamabad Pakistan
Admin Assistant (Internee)
April 2023 – June 2023

Euro Store, Lahore Pakistan
SALES ASSOCIATE/CUSTOMER SERVICE
Sept 2021 – Jan 2023

Job Responsibilities

- Provide top level customer service that exceeds the expectation of customers.
- Achieve individual and store sales and KPI indicators by maximising every opportunity to make sales.
- Perform till duties, including exchange processing and price overrides.
- Identify the needs of customers and provide correct answers to them on questions concerning all products.
- Assist less experienced colleagues with answers to queries on issues they have no knowledge of
- Ensure proper customer records, security of stocks, and handling of cash in line with company processes and procedures.
- Capture and input customer data into company database to enable the promotion of customer loyalty and repeat visits.
- Actively take part in all training events and meetings organized by the store.
- Take proper and accurate record for all stock, and check prices.
- Adhere to established safety and security procedures of company and ensure all potential health and safety issues are communicated promptly to the store manager.
- Perform other tasks the store manager may assign based on store demands

Mughal Steel Foundry, Sahiwal Pakistan

CUSTOMER SERVICE ASSISTANT

July 2020 – Aug 2021

- Answering customer enquiries or passing them on to the appropriate department.
- Giving information and helping to solve customer problems.
- Selling products and taking orders.
- Arranging services for customers, for example, booking hotel rooms or arranging car hire.
- Processing complaints and, if appropriate, issuing refunds.
- Taking information from customers and entering it into a database.
- Taking payments by cash, cheque or credit card.
- Making sure that the customer's experience is a positive one.

CORE SKILLS

- Sales Target Achieving
- Good communication and customer satisfying
- Visual merchandising
- Cashiering

EDUCATION

Bachelor Business Administration (Continue)

Grade 12th Intermediate

LANGUAGES & COMPUTER

English Urdu/Hindi

MS-Office/Word/Excel

Strengths

Punctual, Working under pressure, Managing, Teamwork, Leadership, Public Speaking
Adaptability, Decision Making, Analytical Thinking, Business Developer