

Ali Hamza

14 August 1999

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Ajman UAE

SUMMARY

As a passionate Management & Business Administration student, my fervor for learning, growth, and ethical success defines my journey. Driven by clear goals, I bring extensive knowledge, quick thinking, and a proactive "can-do" attitude to the table. Not just a responsible individual, but one with a vibrant and cheerful demeanor. With a proven track record in business growth, my aim is to dynamically leverage my expertise for continued development. I excel in customer satisfaction, Visual Merchandising and loss prevention, fully dedicated to fostering a workplace experience that is not only friendly but also exudes enthusiasm.

EDUCATION

Bachelor of Science in Commerce (BS Commerce)

2017 - 2021

University of Central Punjab Lahore

FSc (High School Degree)

2015 - 2017

Punjab Group of Colleges

Matriculation

2014 - 2015

Misali Ravian High School

PROFESSIONAL EXPERIENCE

Splash - Landmark Group

Sales Associate - Supervisor Role

Dec 2021 - Dec 2023

- Warmly welcomed and guided customers to find the perfect product.
- Maintained a consistently presentable and well-groomed appearance.
- Oversaw a seamless and efficient receiving process for items/shipments. Creating delivery notes.
- Stayed informed about group brands for effective suggestive selling (up-selling and cross-selling).
- Ensured proper stock layout and display to attract customers, following standard layout norms.
- Ensured precision in sales transactions, Handled cash receipts accurately.
- Implemented FIFO (First In, First Out) methodology to optimize inventory.
- Handled cash transactions effectively, maintaining financial integrity.
- Converted window shoppers into loyal buyers, emphasizing the company's Loyalty Program.
- Implemented RFID technology for enhanced operational efficiency.
- Oversaw day-to-day store operations, ensured VM guidelines and Standard Operating Procedures (SOPs).
- Led re-merchandising, POS, replenishment, and inventory management initiatives.
- Focused on sensing (AVA) AVAILABILITY, VISIBILITY, ACCESSIBILITY principles.

Job Achievements

- Expertise in Customer Service, Merchandising, Operations, Loss Prevention, and Administrative work.
- Led a team, achieving specific productivity improvements.
- Recognized as "Employee of the Month" five times.
- Elevated company sales by 20% quarterly.
- Trimmed shrinkage by 50%.
- Generated millions in sales for the company with complete product knowledge.
- Achieved and exceeded individual sales targets.
- Exceeded monthly sales targets by 15%, contributing to overall revenue.
- Surpassed the financial year target by 10%.
- Successfully reduced out-of-stock instances.
- Consistently achieved KPIs every month.

WORK EXPERIENCE

Adamjee Life Insurance

Senior Financial Advisor (Sales Specialist)

Jul 2020 - Sep 2021

Employee of the Quarter

- Cultivated and maintained strong customer relationships.
- Generated sales through proactive initiatives.
- Engaged with customers via phone calls.
- Skilled in aligning tasks with dynamic business requirements.
- Attracted potential customers through effective communication.
- Successfully achieved and exceeded sales targets.
- Emphasized strong customer service principles.
- Exemplifies confidentiality through secure handling of sensitive information.
- Ensured strict adherence to industry regulations and company policies.
- Mentored junior advisors, contributing to their professional development.

SKILLS

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|---------------------------|-----------------------------|-----------------------------|
| • Planning and Organizing | • Creative Flair | • MS Office / Window |
| • Customer Engagement | • Eye for Trends | • Contributor |
| • Results Oriented | • Leadership qualities | • Strong team player |
| • Behavioral Competency | • Customer Service Oriented | • Communication Skills |
| • Self -Development | • Cultural awareness | • Presentation |
| • Project Oriented | • Attention to details | • Impeccable Personal Image |
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Passions

- Innovations
- Learning new skills
- Traveling
- Exploring nature
- Athlete
- Sports (Cricket)
- Gym
- Music

Training / Courses

- Oracle Retail Point-of-Service (ORPOS)
- Marketing Tactics
- First Aid CPR & AED
- Fire Fighter

Languages

- English
- Urdu
- Punjabi

University Projects

- Green Finance
 - Green Leasing and Risk Management
 - Portfolio Management
 - Marketing Tactics
 - International Trade
 - Financial Statement Analysis
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