**Muhammad Awais**

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**Citizenship: Australian Citizen**

**Career Overview**

Dedicated and results-oriented Dry Goods Operations Manager with a proven track record in achieving and exceeding sales targets. Adept at vendor negotiations, inventory management, merchandising, and providing exceptional customer service. Excels in organizing and maintaining warehouse stock levels, implementing store specials, and managing a diverse team to meet departmental needs.

**Core Strength & Skills**

* Exceptional Computer Proficiency .Inventory Management
* Customer Service Mastery .Procurement and Negotiation
* Multilingual Proficiency .Team Leadership
* Crisis Management and Pressure Handling .Sales and Promotion
* Robust Organizational Aptitude .Customer Service Excellence
* Analytical Problem Solver .Pricing Strategy
* Active Listening Expertise .Visual Merchandising
* Quick Learning and Adaptability .Data Analysis
* Proficient in Software Utilization
* Vendor Relationship Management

**Awards and Certificates**

**Certificate II in Security Operations:**

Acquired comprehensive skills and knowledge in security operations.

**White Card:**

Certified for workplace health and safety, demonstrating commitment to a secure work environment.

**First Aid Certificate:**

Certified in first aid, equipped to provide immediate assistance in emergency situations.

**Australian Driver’s License:**

Possesses a valid Australian driver's license, ensuring reliable and safe transportation.

**Forklift License:**

Licensed for forklift operation, contributing to efficient and safe warehouse practices.

**Eton Institute – Customer Service Certificate:**

Recognized for completion of the Eton Institute Customer Service program, enhancing customer-centric skills.

**Employee of the Month:**

Acknowledged for exceptional contributions and dedication to excellence.

**Appreciation Certificate:**

Received in recognition of outstanding efforts and positive impact on the workplace.

**Best Quality Award:**

Honored with the Best Quality Award for consistently delivering high-quality work.

**Work Experience**

**Retail Experiences – Spud Shed supermarket**

**Dry Goods Operations Manager** – October 2016 to Present *(Full time).*

Job duties include but not limited to:

* Successfully achieved weekly and monthly sales targets, contributing to overall store profitability.
* Demonstrated effective vendor negotiation skills, resulting in improved terms and cost savings for the department.
* Implemented robust inventory management practices, ensuring optimal stock levels and minimizing overstock or stockouts.
* Spearheaded merchandising initiatives to enhance product visibility and drive sales, resulting in increased customer engagement.
* Upheld a commitment to exceptional customer service, fostering positive relationships and loyalty among clientele.
* Maintained and organized warehouse stock levels to facilitate efficient operations and timely order fulfillment.
* Developed and executed weekly and monthly store specials, attracting customers and promoting sales.

**Customer Service Experience**

**Khadamat Facilities Management (Serco Middle East)** August 2012 – August 2014

**Service Desk Officer**

Job duties include:

* Responding to high volume of requests via phone, email, radio and word of mouth.
* Liaising with waste management, estate, infra-structure, finance, procurement, timetabling and security teams on daily basis.
* To receive inbound calls from English, Arabic, Urdu, Punjabi and Hindi speaking customers.
* Log requests on FM Easy ensuring relevant information is captured in real time.
* Dispatching emergency respond staff for emergency and urgent requests.
* Room bookings.
* Ensure all service desk documentation is updated.
* To follow the LWI (Local Work Instructions).
* Identify request types and priorities.
* Follow up on outstanding requests.
* To achieve the KPI successfully.
* Update customers on progress of requests.

**Educational Background**

Secondary education (Year 12)

**Referees**

Referees can be provided on request.