

Hafiz Mohammad Abdullah

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Dubai, UAE

Nationality: Pakistani

PROFESSIONAL SUMMARY:

To join a vocation promising association that will offer a congenial work environment along with ample opportunity of fast proficient development and centering a difficult work through which my expertise could be additionally upgraded as well as I could deliver positive and productive outcome under the chose target and goals of the working climate.

WORK EXPERIENCE:

Sales Supervisor

March – 2020 to April – 2023

Dawood Supermarket • Hyderabad, Pakistan

Roles & Responsibilities:

- Responsible for creating sales plans to meeting sales targets, building relationships with customers.
- Direct and supervise employees engaged in sales, taking inventory, reconciling cash receipts, or in performing services for customers
- Provide accurate information e.g. product features, pricing and after-sales services
- Letting customers know about new products.
- Ask for feedback / providing after sales services and resolve clients complaints if any.
- Monitor sales activities to ensure that customers receive satisfactory service and quality goods.
- Inventory stock and reorder when necessary.
- Proactive and creative by bringing forward new ideas and processes for the betterment of our whole team.
- Focus on achieving targets with team members monitoring progress & tracking KPIs.

- Conduct price and feature comparisons to facilitate purchasing.
- Keep shelves fully stocked with fresh products and replace products to avoid any damages, if team member isn't available.
- Prepare store displays and ensure that products are accurately labeled.

Sales & Marketing Supervisor

Oct 2019 - Feb 2022

Cybernet • Hyderabad, Pakistan

Roles & Responsibilities:

- Answer, screen and forward incoming phone & handling queries and complaints via phone, email and general correspondence.
- Accountable for selling domestic internet connections to the customers (B2C)
- Developing and implementing sales strategies according to nature of the products.
- Responsible for reaching and identifying potential business opportunities such as new market partnerships, or collaboration that can benefit the company.
- Organized meeting with management for continuously improvement of future sales strategies.
- Maintaining accurate records as well as attending conferences and meetings.
- Achieving 80% of monthly sales target.
- Able to create a customer profile on Cybernet portal.

Marketing Executive cum Administrative Assistant

Mar

2018 - Oct 2019

Aptech Learning • Jamshoro, Pakistan

Roles & Responsibilities:

- Responsible for providing information related to admissions, as well as accepting and filtering student applications and assessing applications.

- Organizing and filing of recruitment documentations and official paperwork such as invoices.
- Providing consultations with prospective students when requested.
- Utilizing Microsoft Word, Excel, Power Point for the preparation of different reports.
- Regulate Aprack web portal regarding admissions and fee submission.
- Handled queries and get leads from cold callings.
- Operating Meta Page of Aptech Learning Pakistan and running marketing campaign for getting the leads.
- Involve the outdoor marketing activities such as brochure distribution, and arranging free workshops for getting potential students.
- Access specific files when requested by different departments as well as control the flow of documents.
- Arrange PTM and maintain attendance sheet and Daily Maintenance Report and send it to the management. scheduling meetings and appointments and preparing documents regarding admissions.
- Supported continuity among work teams by documenting and communicating actions, writing and issuing emails to the departments.
- Liaising with clients, vendors, and Stakeholders in the behalf of organization.
- Regulates the method by which documentation is created, stored, approved, published, archived and disposed of.

Professional Qualifications & Certifications

• **Bachelor's in Food & Science**
University of Sindh Jamshoro

Feb 2018 - Jan 2020

• **IOSH** (Managing Safely)

• **OSHA 30 Hours** (Construction)

• **Project Management Professional Training**

(NAVTTTC)

- **Human Resource Management** (European Institute of Leadership & Management)
- **Quality Management System** (ISO 9001 Certification)
- **Microsoft office Internship** (INSIDER UK)
- **Digital Marketing & CRM for increased Sales** (Alison)
- **Identify Competitive Risk in Business** (Harvard Business School)
- **Microsoft Dynamics 365 Virtual Training**
- **Leadership and Team Development** (International Business Management Institute, Berlin)
- **Hospitality Management** (Alison)
- **PSX Stock Training/Capital Market Training** (Umm-ul-Aaima)
- **Graphic Designing** (NAVTTTC)
- **English Language Speaking Skills** (ZABTech Institute)

SKILLS & EXPERTISE

- Expert in achieving high levels of multi-tasking by remaining focused and goal-oriented
- Inventory and Material Management.
- May maintain the professional attitude peers, co-workers and clients all the time.
- Capable of using Microsoft Project as to prepare Gantt charts, Cost control charts etc.
- Ability to communicate effectively both verbally and in written.
- Adaptive and flexible with the ability to learn quickly.
- Trained and experienced in resolving customer complaints.
- Proficient in using various software and tools such as Microsoft suite etc.
- Problem solving, and excellent interpersonal skills.

PROJECTS WORK

i) **Clean Hands Save Lives**

SOS Children Village Jamshoro Pakistan

- **Clean Hands, Save Lives** The project "Clean Hands, Save Lives" was a designed project and part of the Project Management Professional (PMP) course, which is in affiliation with the NAVTTC. The project was initiated on 18th May 2022 with a Motto, to teach and train young students of SOS Children's Village International, located in Jamshoro, about the healthy practice of regular hand washing. I volunteered and executed that project successfully.
- **Project Objectives:**
 - The Project should be sustainable by training the Staff of the SOS village Jamshoro.
 - Awareness about hand washing among the children by practical activities and interactive sessions.

ii) **Mock Entry Test of MUET University Jamshoro**

- In this Project I undertook the responsibility of the management team in the Mock test of MUET University JAMHSORO conducted by the Innovative Engineering Society of MUET (IES MUET) at The Institute of Management Entrepreneurship Hyderabad.
- **Project Objectives:**
 - This project boosts the confidence of applicants and give an idea for the upcoming entry test that would be conducted.
 - Applicants will learn time management and self- assessment. You see how prepared you are for the test. Quality is based on the pattern of MUET entry test.

ACHIEVEMENTS & AWARDS

- Got an Achievement certification on the completion of monthly admission target by Aptech Learning.
- Got 1st prize by Saifee college in Reciting Quran Competition.
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MEMBERSHIPS & VOLUNTEER WORK

- DRIVE the Rations to the Flood Affected area in 2022, in Mehar, Sindh Pakistan
- As a member of Rotary International, I proudly volunteered the drive campaign “Food for everyone”.
- Member of Rotary International (Rotaract Club RID- 3271)