



HASNAN AFRIDI

Date of birth: 22/05/2002 | **Nationality:** Pakistani | **Phone number:**

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SAADI TOWN, 75070, KARACHI, Pakistan (Home)

Address: AJMAN, United Arab Emirates (Work)

ABOUT ME

> **RELIGION:** ISLAM

> **ATHLETE :** FOOTBALL PLAYER

WORK EXPERIENCE

01/09/2021 – 31/12/2022 Karachi, Pakistan

PERFUME PRODUCTION OFFICER ITQAN COOPERATION, SCENT & STORIES

Activities:

- Meticulously Crafting Fragrances:** Skillfully measured and blended fragrance components, showcasing precision and attention to detail in creating consistently accurate scent profiles.
- Flawless Equipment Handling:** Proficiently operated complex mixing tanks and reactors, showcasing adeptness in managing specialized fragrance blending equipment.
- Sensory Evaluation Expertise:** Conducted rigorous sensory evaluations and quality control tests, demonstrating a keen nose for identifying the finest scent nuances and ensuring adherence to strict quality standards.
- Elegant Bottling and Packaging:** Exhibited finesse in the art of filling perfume bottles, attaching labels, and meticulously packaging finished products to deliver an impeccable final product.
- Precise Labeling Compliance:** Ensured that product labels adhered to regulatory guidelines and contained accurate information, reflecting an acute sense of detail in regulatory compliance.

Responsibilities:

- Guardian of Fragrance Consistency:** Assumed responsibility for meticulously ensuring the consistency and precision of fragrance blends, a hallmark of dedication to delivering superior olfactory experiences.
- Quality Sentry:** Vigilantly upheld stringent quality control standards, actively identifying and addressing deviations from desired fragrance characteristics to uphold product excellence.
- Equipment Custodianship:** Undertook the role of ensuring the cleanliness and optimal functioning of blending equipment, underscoring a dedication to preserving fragrance integrity.
- Efficiency Virtuoso:** Demonstrated a flair for working efficiently within production quotas while upholding quality benchmarks, minimizing waste, and promoting streamlined processes.
- Resourceful Problem Solver:** Actively identified and resolved production process challenges, showcasing an ability to address discrepancies swiftly and effectively.

04/02/2020 – 07/04/2022 KARACHI, Pakistan

CUSTOMER SERVICE OFFICER SAAD AFRIDI

OBJECTIVE: Dedicated customer care professional with 2 years of experience in the scents industry, adept at providing exceptional service and resolving customer issues. Seeking a challenging role in customer care in UAE to contribute my skills in ensuring customer satisfaction and fostering positive relationships.

PROFESSIONAL EXPERIENCE

- Handled customer inquiries through various channels, including phone, email, and live chat, ensuring prompt and satisfactory resolution.

- Maintained a high level of customer satisfaction through effective communication and problem-solving, resulting in positive feedback and repeat business.
- Collaborated with the sales team to provide product information and recommendations to customers, contributing to increased sales.

KEY ACHIEVEMENTS

- Successfully managed and resolved an average of 50 customer issues per day, meeting or exceeding service level expectations.
- Implemented a customer feedback system, resulting in a 20% improvement in overall customer satisfaction ratings.

SKILLS

- Excellent verbal and written communication skills
- Proficient in customer relationship management (CRM) software
- Strong problem-solving and conflict-resolution abilities
- Multilingual: English, Urdu, Pashto

Business or Sector Information and communication | **Department** Customer Care |

Address Ground Floor, Scents'n Stories Perfume Studio, Millennium mall, , Rashid Minhas Rd, Gulistan-e-Johar, 75290, KARACHI, Pakistan

Website <https://scentsnstories.pk/>

01/01/2024 – 31/12/2024 Ajman, United Arab Emirates

RECEPTIONIST

1. Greeting and Welcoming Visitors:

- Serve as the first point of contact for visitors, clients, and guests.
- Provide a friendly, professional greeting and make them feel welcome.

2. Answering and Directing Phone Calls:

- Manage incoming calls, respond to inquiries, and direct calls to the appropriate person or department.
- Maintain a polite and professional tone while handling calls.

3. Managing Appointments and Schedules:

- Schedule meetings, appointments, and conference room bookings.
- Ensure proper coordination of calendars for team members or executives.

4. Handling Inquiries:

- Respond to inquiries from clients or the public via phone, email, or in person.
- Provide information about services, location, or organizational policies.

5. Administrative Support:

- Assist with data entry, filing, and maintaining office records.
- Handle clerical tasks such as copying, faxing, and mailing documents.

01/01/2023 – 31/12/2023 Sharjah, United Arab Emirates

SUPERMARKET CASHIER

1. Processing Transactions:

- Handle cash, credit, debit, and other forms of payment for purchases.
- Accurately calculate and give back change when necessary.

2. Operating the Cash Register or POS System:

- Use a cash register or point-of-sale (POS) system to scan items, enter product codes, and process transactions.
- Ensure that the register or system is balanced at the beginning and end of shifts.

3. Customer Interaction:

- Greet customers in a friendly and professional manner.
- Answer questions about products, promotions, or store policies.
- Provide excellent customer service by addressing customer concerns or resolving issues.

4. Handling Returns and Exchanges:

- Process returns or exchanges according to store policies.
- Refund payments or issue store credit as needed.

5. Balancing the Cash Drawer:

- Ensure the correct amount of cash is in the drawer at the start and end of each shift.
- Accurately count the drawer, ensuring it balances with recorded sales.

6. Issuing Receipts:

- Provide customers with receipts after each transaction.
- Ensure the receipt details are correct and explain any discounts or promotions if needed.

WAREHOUSE WORKER

1. **Receiving Goods:**
 - Accept and inspect deliveries of goods and supplies.
 - Verify the quantity and quality of items against purchase orders or delivery documents.
 - Report any damaged or missing items to the supervisor.
2. **Storing and Organizing Inventory:**
 - Properly store goods in designated areas, following company standards for organization and safety.
 - Maintain an orderly and clean warehouse environment to ensure quick retrieval of items.
 - Label and categorize products to make them easy to locate.
3. **Picking and Packing Orders:**
 - Use picking lists or order sheets to locate products in the warehouse.
 - Pack items securely and label them for shipping or delivery, ensuring accuracy and timeliness.
 - Prepare orders for dispatch based on customer requirements or delivery schedules.
4. **Inventory Management:**
 - Conduct regular inventory checks and audits to ensure stock levels are accurate.
 - Record and update inventory in the warehouse management system (WMS) or other tracking systems.
 - Notify management of any discrepancies or low stock levels.
5. **Loading and Unloading:**
 - Load and unload delivery trucks, ensuring goods are handled carefully to prevent damage.
 - Use equipment like forklifts, pallet jacks, or trolleys to move heavy or large items.
 - Ensure that all safety protocols are followed during loading and unloading operations.
6. **Maintaining Warehouse Equipment:**
 - Regularly inspect and maintain warehouse tools and equipment (e.g., forklifts, ladders, conveyor belts).
 - Report any equipment malfunctions or safety hazards to the appropriate department for repair.
7. **Safety and Compliance:**
 - Follow all warehouse safety protocols, including wearing protective gear (e.g., helmets, gloves, steel-toe boots).
 - Adhere to company policies and legal regulations regarding storage, handling of hazardous materials, and equipment use.
 - Participate in safety training and contribute to maintaining a safe work environment.
8. **Shipping and Dispatching Orders:**
 - Coordinate with shipping companies or couriers to ensure timely dispatch of orders.
 - Prepare and label shipments with the correct delivery information.
 - Track shipments and update records when items are dispatched or delivered.
9. **Quality Control:**
 - Inspect products before they are stored or dispatched to ensure they meet quality standards.
 - Report any damaged, defective, or expired goods for removal or return.
10. **Documentation and Record Keeping:**
 - Maintain accurate records of inventory, shipments, and received goods.
 - Use inventory management software or manual logs to keep track of warehouse activities.
 - Ensure proper documentation for any returns, damaged items, or discrepancies.

● EDUCATION AND TRAINING

08/09/2016 – 26/04/2018 KARACHI, Pakistan

MATRICULATION: BOARD OF SECONDARY EDUCATION KARACHI (BSEK) GENERAL-SCIENCE WHITE HOUSE GRAMMAR SCHOOL (WHGS)

Address WHITE HOUSE GRAMMAR SCHOOL, ST-9, BLOCK-4 GULSHANE-E-IQBAL, KARACHI, SINDH 75300, PAKISTAN, KARACHI, Pakistan

Website <https://bsek.edu.pk/> | **Final grade** B

01/07/2018 – 22/09/2020 PANJAB , Pakistan

INTERMEDIATE: BOARD OF INTERMEDIATE & SECONDARY EDUCATION DERA GHAZI KHAN (BISE DG KHAN) PRE-ENGINEERING SUPERIOR SCIENCE HIGHER SECONDARY SCHOOL MUZAFFARGARH

Website <https://www.bisedgkhan.edu.pk/> | **Final grade** C

● LANGUAGE SKILLS

Mother tongue(s): **PASHTO**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	B2	B1	B2	B2	B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Social Media | Good knowledge of computer Hardware Software and Games | Excellent Typing Skill | Computer literacy(Microsoft Word,Excel,Office,Powerpoint,Outlook,Adobe Photoshop)

HONOURS AND AWARDS

12/01/2020

LIFE ACHIEVEMENTS – NESTLE-MILO

- 1. FINISHED 10.3 KILOMETERS MARATHON POWERED BY NESTLE-MILO AT MOIN KHAN ACADEMY.

Link <https://propakistani.pk/2020/01/09/nestle-milo-2nd-commissioner-karachi-city-marathon>

HOBBIES AND INTERESTS

FOOTBALL PLAYER

- 1. PLAYING IN A CLUB SINCE 2015
- 2. EXPERIENCE IN FOOTBALL : 8 YEARS
- 3. CLUB NAME : SAADI TOWN FOOTBALL CLUB (STFC)
- 4. POSITION : CAM (CENTER-ATTACK MIDFIELD)
- 5. LEVEL : AMATEUR
- 6. CAPTAIN OF A-TEAM

ALSO TOOK PART IN KUSC (KARACHI UNITED CHAMPIONSHIP) IN 2018-20, PLAYED AS A CAPTAIN IN MENTIONED COLLEGE TEAM.

- 1. Applied discipline and sense of responsibility toward all team and personal activities.
- 2. Optimized nutrition, training regimens and lifestyle choices to keep fitness at optimum levels.

Links <https://www.facebook.com/Saadi-Town-FC-194196770776102> | <https://www.facebook.com/karachiunitedfc>