



Ali Hamza

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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 and loss prevention, fully dedicated to fostering a workplace experience that is not only friendly but also exudes enthusiasm.

SKILLS

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|------------------------|---------------------------|----------------|
| • Creative Flair | • Planning and Organizing | • MS Office |
| • Eye for Trends | • Customer Engagement | • Contributor |
| • Leadership qualities | • Behavioral Competency | • Empathic |
| • Event organizer | • Self -Development | • Entrepreneur |
| • Cultural awareness | • Project Oriented | • Responsible |

PROFESSIONAL EXPERIENCE

Splash - Landmark Group

Supervisor

Dec 2021 - Dec 2023

- I excel in greeting customers, providing prompt assistance, and delivering service that aligns with quality and customer service standards.
- Arranging and replenishing shop shelves while maintaining a clean and tidy shop floor, in strict adherence to the brand's image and coordination standards.
- Investigates inventory shortages and resolves issues.
- Effectively and accurately handling cash registers and transactions with customers as per requirements.
- I possess expertise in overseeing a seamless and efficient receiving process for items/shipments.
- Achieved hourly and daily sales targets through effective up-selling and cross-selling of products and services.
- Contributing to administrative task.
- Maintain accurate records of security incidents, investigations, and related activities.
- Educate store staff on loss prevention procedures and security protocols..
- Committed to resolving customer concerns efficiently, utilizing strong communication skills to ensure high quality customer service.
- Optimize store layout and design to enhance visibility and discourage theft.
- Stock take responsibility.
- Promoting new products with festive and seasonal themes.

Job Achievements

- Elevated company sales 20% quarterly .
- Trimmed shrinkage by 50%.
- Generate millions of sale for the company.
- Achieved and exceeded sales targets Individually.
- Led a team that achieved specific productivity improvement..
- Exceeded monthly sales targets by 15%, contributing to an overall revenue.
- Exceed financial year target by 10%.Implemented merchandising strategies that led to a rise in sales.
- Successfully reduced out-of-stock instances.
- Achieved KPI's every month.

WORK EXPERIENCE

Adamjee Life Insurance

Senior Financial Advisor

Aug 2020 - Sep 2021

Employee of the Quarter

- Cultivated and maintained strong customer relationships.
 - Sales Generation.
 - Attracting potential customers.
 - Successfully achieved and exceeded sales targets.
 - Emphasizing a strong customer service.
 - Implemented effective cross-selling strategies, leading to increased revenue streams.
 - Ensured strict adherence to industry regulations and company policies
 - Mentored junior advisors, contributing to their professional development.
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EDUCATION

Bachelor of Science in Commerce (BS Commerce)

University of Central Punjab Lahore

FSc Pre-Engineering (High School Degree)

Punjab Group of Colleges

Matriculation

Misali Ravian High School

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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