



Muhammad Hassan

Personal Info

- rkhasstar@gmail.com
- +92348-5421408
- House #23, street 10, A block, Soan Garden Islamabad, Pakistan
- Pakistani
- 4621519
- 12/11/1993

Education

- **Matric. (High School)**
Khayaban E Sir Syed
High School
Jan 2010

Skills

account development.

bank deposits

cash drawer

customer needs

customer service.

negotiations

phone calls

prices

restocking

sales

Staff Management

work orders

Languages

Work Experience

Personal Driver & Assistant , Private., Jumeirah, Dubai

January 2024 - Present

- Understanding the needs of BOSS & his family and being there whenever needed.
- Taking & bringing back kids to school and other playing areas along with their care takers
- Demonstrated abilities to remain calm in high-stress situations.
- Managed time effectively by planning the most efficient route to the destination.

Taxi Driver, CARS TAXI LLC , Al qoz, Dubai

August 2023 - December 2023

- Proven ability to safely navigate challenging traffic and road conditions.
- Maintained a safe and clean vehicle and ensured passenger safety at all times.
- Received numerous positive customer service reviews for courteous and efficient service.
- Utilized GPS and other navigation systems to efficiently reach destination points.

General manager, BAKKAL GROCERY STORE

August 2018 - December 2022

- Demonstrated success in leading teams of up to 100 employees to consistently exceed goals.
- Established and maintained positive relationships with customers and vendors.
- Created and implemented a comprehensive customer service program that increased customer satisfaction by 20%.
- Successfully managed a team of 25 employees through a period of rapid growth.

Purchase Manager, BAKKAL GROCERY STORE

September 2016 - July 2018

- Negotiated and implemented competitive pricing agreements with suppliers to reduce cost and improve efficiency.
- Monitored and evaluated supplier performance, ensuring contractual obligations are met.
- Collaborated with cross-functional teams to ensure purchasing objectives were met.

English

Urdu

Floor Supervisor, ORO DEPARTMENTAL STORE

January 2015 - August 2016

- Developed and maintained strong relationships with customers to ensure a positive shopping experience.
- Trained and coached team members on customer service and product knowledge.
- Addressed customer inquiries and complaints in a professional and timely manner.

Head Cashier, ORO DEPARTMENTAL STORE

December 2013 - December 2014

- Effectively managed a team of cashiers to ensure all customer transactions were conducted accurately and efficiently.
- Successfully handled customer complaints and inquiries in a timely and professional manner.
- Supervised daily opening and closing of registers.
- Performed daily reconciliation of cash drawers and banking deposits.

Call Center Agent, CONVERGYS SOLUTION , Islamabad, Pakistan

January 2012 - November 2012

- Handled customer inquiries in a timely and professional manner while working at CONVERGYS Call Center.
- Responded to customer emails and phone inquiries promptly and accurately.
- Met and exceeded call center performance metrics set by the company.

Courses

UAE LIGHT VEHICLE AUTOMATIC LICENSE , Eco Drive LLC (Dubai)