**AHSAN**

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**Summary**

A disciplined and dedicated young professional with about **4 years of UK experience** in **retail sales and customer service** offering versatile workplace administration expertise, excellent interpersonal communication skills, **fluency in English language** and proficiency in Ms Office programs. Possess an **Edexcel Higher National Diploma in Business** from **Organsational Learning Centre, Bolton, UK**. Capable of working independently as well as a team member and also do have the ability to exercise leadership role. Looking to leverage my knowledge and experience into an entry or a mid-career role in your firm.

**Areas of Expertise**

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| * Customer satisfaction   enhancement | * Exceptional telephone skills. Fluency in English | * Excellent interpersonal communication skills. |
| * Repeat business and growth strategies | * Teamwork and network building | * Planning and achieving   sales targets |
| * Resolving customer   complaints | * Comply with safety and loss prevention guidelines | * Visual Merchandising   & promotions display |
| * Confident with POS terminal transactions. | * Microsoft Office (Outlook, Word, Excel, PowerPoint ) | * Inventory Management |

**Experience Profile**

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| **Crosby Express**  Crosby, Liverpool | **Store Supervisor** | **July 2012 - Sept. 2014** |
| **Crosby Express** | **Sales Associate** | **June 2011 - June 2012** |

Crosby express is a premier convenience store situated in a very competitive high street of Liverpool. Considering my excellent performance for a year as a sales associate, I got promoted to the position of store supervisor by the management team. Some highlights of my achievements and accomplishments were:

* Expanded the loyal customer base by building productive relationship with diverse group of customers by the means of persistence in effective communication.
* Increased the profit margins on confectionary and drinks by 10-15 % by proactively hunting for the best prices in the market and negotiating deals with wholesale suppliers.
* Improved the visual merchandise by making the products with higher profit margins more accessible to customers and making them appear tempting.
* Created competitive advantage over rivals in the market by investing in slush machine. Recovered the £ 1600 machine cost in just two summer seasons.
* Controlled the shrinkage at the counter by training and coaching sales assistants with the customer service skills and techniques.
* Forecasted the sales figures by analyzing the financial reports and other statistical data. Assisted store manager to budget the income and expenditure of the store.
* Managed the cash flows effectively and kept the inventory at optimal levels.

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| **Linacre Mini Store**  Bootle, Liverpool | **Sales Associate** | **Dec. 2010 - June 2011** |

As the name suggests, it was a small convenience store situated in a residential area of Bootle. Some of my core responsibilities were to ensure high level of customer satisfaction through excellent sales service, receive deliveries and check invoices against the goods received and keep regular checks on the short dated goods.

**Education**

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| **Organsational Learning Centre, Bolton, United Kingdom** | **Edexcel BTEC Level 5**  **HND in Business** | **2010 - 2012** |

The course was designed to give profound understanding of contemporary business knowledge to learners. I extensively used Microsoft Office programs for preparing assignments and delivering presentations. Some of the main subjects studied were:

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| Operations management | Business law |
| Business environment | Organizations and behavior |
| Marketing principles | Working with and leading people |
| Managing human resources | Managing financial resources and decisions |
| Quality management | Managing communication and information |

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| **University of Cambridge**  **ESOL Examination** | **IELTS** | **2012 & 2014** |
| My excellent IELTS results are an open acknowledgement of my fluency in English language. My overall band score is **7.5** and highest individual scores are:  • Speaking **8.5**  • Listening **8.0**  • Reading **7.0**  • Writing **7.0** | | |

**Soft Skills**

* Able to multitask and prioritise workloads without losing mental composure and compromising quality.
* Can proactively and innovatively solve problems in order to generate workable solutions and resolve customer complaints.
* Have a full professional proficiency in English language. A beginners level Arabic learner, so do have the ability to understand the basics.
* Passionate, knowledge-hungry learner, ready to meet challenges and quick to assimilate new concepts.
* Web and technology savvy, require little to no training.
* Takes active interest in the wider context of the business and tend to stay updated with upcoming events.

**Personal Information**

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| Age | 25 years |
| Nationality | Pakistani |
| Marital status | Single |
| Current address | Dubai ( Willing to relocate ) |

**References**

Both academic and professional references are readily available on request.