# Hayat

Hayat.324434@2freemail.com

**CAREER OBJECTIVE**

A position in a progressive organization that offers the opportunity for advancement and growth, where I can utilize my expertise, experience and capability to achieve the goals and targets of organization, ability to interact with senior management, staffs and with the community worldwide basis.

**EDUCATIONALBACKGROUND**

**Qualification:** Masters in International Relations from Karachi University (2009)

 : Graduation from Karachi University .

 : Intermediat from Fedral University Karachi .

 : Matriculation from GHS Herchin Chitral KPK.

 : English Landuage advance from (PACC) Pakistan and American Culture Center.

**WORKINGEXPERIENCE**

**Outlet Manager December 2007 - December 2012**

**Levi’s Store Karachi Pakistan**

**Responsibilities:**

* Training, supervising and appraising staff.
* Managing budgets.
* Maintaining statistical and financial records
* Develop business strategies to raise our customers’ pool, expand store traffic and optimize profitability.
* Meet sales goal by training, motivating, mentoring and providing feedback to sales staff.
* Ensure high level of customer satisfaction through excellent service.
* Complete store administration and ensure compliance with policies and procedures.
* Maintain outstanding store condition and visual merchandising standard.
* Report on buying trends, customer needs, profits etc.
* Deal with all issues that arise from staff or customers.
* Assist the staff in editing and compiling reports.
* Maintain and update record of mailing lists, addresses & contact numbers of customers.
* Arrange external meetings and appointments and perform liaison duties with other organizations.

 **Supervisor Home Furnishing Department December 2013 – June 2015**

**Super Market Mydin Mohammed Holdings Berhad Malaysia**

**Responsibilities:**

* Welcomes customers by greeting them; offering them assistance.
* Directs customers by escorting them to racks and counters; suggesting items.
* Advises customers by providing information on products.
* Helps customer make selections by building customer confidence; offering suggestions and opinions.
* Documents sale by creating or updating customer profile records.
* Processes payments by totaling purchases; processing checks, cash, and store or other credit cards.
* Keeps clientele informed by notifying them of preferred customer sales and future merchandise of potential interest.
* Contributes to team effort by accomplishing related results as needed.
* Good relation/communication with customers

**Assistant Chief Cashier December2012-December 2013**

**Super Market Mydin Mohammed Holdings Berhad Malaysia**

**Responsibilities:**

* Monitor the work of cashiers on a daily basis
* Create and distribute cashier schedules and till allocation
* Ensure that workload is equally divided between cash registers
* Perform cashier duties during cashiers’ absence or extreme workload
* Supervise the activities of checkout stations on a constant basis
* Evaluate performance of cashiers and provide managers with information on appraisals
* Ensure that each customer’s transactions are processed accurately and in a time efficient manner
* Generate and maintain account related reports
* Manage bank deposit activities and make sure that cash is counted accurately at the end of each shift
* Reconcile cash with receipts at the end of each shift and make sure that any discrepancies are managed immediately
* Identify and address any accounts related problems on an immediate basis
* Ensure that all items are appropriately displayed on shelves and oversee maintenance of store
* Resolve employee conflicts and ensure that any customer complaints are handled immediately
* Identify and correct cash register errors and take measures to ensure that further errors do not happen
* Maintain and update daily, monthly and yearly accounts spreadsheets
* Provide assistance with year-end inventory preparation

**Assistant Store Manager December 2002 – November 2007**

**Sarah’s Pvt LTD Karachi Pakistan**

**Responsibilities:**

* Promoting and marketing the business.
* Dealing with customer queries and complaints.
* Overseeing pricing and stock control.
* Maximizing profitability and meeting sales targets.
* Ensuring compliance with health and safety legislation.
* Preparing promotional materials and displays.
* Complete store administration and ensure compliance with policies and procedures.
* Maintain outstanding store condition and visual merchandising standard.
* Report on buying trends, customer needs, profits etc.
* Deal with all issues that arise from staff or customers.
* Assist the staff in editing and compiling reports.
* To Maintain Daily Expenditure and make monthly Sales report.
* Maintain and update record of mailing lists, addresses & contact numbers of customers.
* Arrange external meetings and appointments and perform liaison duties with other organizations.
* Operate various office equipment (computer, printer, fax, photocopy machine Credit card machine) and facilitates their maintenance as required.

# Skills:

* Good compute skill in Ms Word, Excel, and Internet Browsing.
* Good **financial** and **statistical** skills
* Good verbal / written communication in **English, Bahasa Malayu,** **Urdu** & verbal in **Khowwar (Chitrali)**
* Familiar with fast paced work environment and meeting deadlines
* Good **leadership** skills
* Good **presentation** and **communication** skills

# Co-Curricular Activities:

* Member Al Karim Welfare Society Booni, Chitral (2004 to Date)
* Member Organizing committee for College Interdepartmental Sports Tournament (2005)
* Member of Ispru (chitral student organization)
* Cultural sectary of CSWO

# Hobbies and Interests:

# Playing Cricket, football

* Travelling and Hiking
* Movies & Music