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**UMAIR**

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**An Overview of My Career**

**1.Aug 2015 - Jun 2016:**Worked with **Pizza Hut, Garratt Line Wandsworth Council UK, London**as **Shift Manager**. The job role included supervision and management of the operations during the assigned shift. Responsibilities included supervising, guiding and training of the outlet staff. I also ensured that the facility is well-maintained, clean and safe for my team to work. The work also involved keeping an eye on the reception and on how the customers are received. My other responsibilities included providing quality service to customers and ensuring that they are completely satisfied with the service. The customer feedback was solicited and adopted in the operations in an effort to improve quality of service delivery.

**2.Oct 2014- Jul 2015:** Worked with **Chennai Dosa Indian Restaurant, Tooting BEC UK, London**as **Shift Incharge**. Work responsibilities included supervising and training of the staff. I was also responsible to ensure that the daily practice of maintaining the facilities and all the areas of the restaurant is followed by the respective staff. My work responsibilities further included training and supervision of the staff. I also had to ensure safe, clean and comfortable facility for the customers as part of my job duties. I had to keep an eye on reception and ensure that the customers were received well. The job also included interacting with customers, taking their feedback and implement corrective changes to the operations and facility. I had to prepare and submit management reports on a daily basis.

**3**. **Aug 2013 – Aug 2014**:Worked with**Tianshi International Pakistan Pvt. Ltd.**As**Franchise Manager**. My responsibilities included administration and Training. My work responsibility was also to ensure that the facility is maintained safe, clean and comfortable for guests. I had to keep an eye on the reception and monitor as to how reception section received the customers. My overall responsibility was to provide total quality service to the customers. My job role also included identifying problems within the organization on the basis of customer feedback. My job further included preparation and submission of management reports on a daily basis. I reported to the Finance Manager and the General Manager directly.

**4. Jan 2013 - June 2013**: Worked as **Internee** for 06 months at **ASKARI BANK LTDKPK Pakistan**.I worked in different departments of the bank such as payroll department, cheque clearance section, Credit department ,foreign exchange services and customer services department. During this job I received extensive knowledge on the functioning of the above mentioned departments.

**5. May 2012 – Oct 2012:** Worked as **Internee** for 06 months in **PENSION DEPARTMENT in AG Office, KPK Pakistan.** The job includedpension calculation for retired services employees and facilitating the retired services employees. The job also included coordination with different departments in Accountant General Office AG Office in the job role as junior auditor.

**Other Career Roles and Activities**

1.Worked as **Social Worker and Trainer** with different Registered Organizations in Pakistan

2. Worked as a volunteer with the local NGOs as well as the international organizations like **UNHCR, CRSS,IHRO,IRC and Save the Children** organizations.

3. Worked as youth motivating speaker and trainer with local youth societies,firms as a representative of different organizations.

4.Visited to BABA- G Chip Board Private Factory Industrial Estate Hayatabad Peshawar as part of an honorary trip.

5. Visited private companies with the youth delegations as guest speaker.

6. Visited to different cellular companies for sponsorships of different conferences and seminars.

7. Visited different seminars and conferences as chief guest and honorary guest.

**Academic Qualification**

**M Sc.** in **International Marketing** from **BPP University of Professional Studies**, London from 2014 to 2016.

**BBA (Hons.)** in **Marketing** from **Institute of Business Management Sciences (IBMS)**, The Agriculture University, Peshawar, KPK from 2010 to 2013.

**Intermediate (Pre-Medical)** from **Peshawar Model Degree College**, Dalazak Road, Peshawar in 2007 to 2009.

**Matriculation (Science)** from **Warsak Model School & College,** Warsak Road Peshawar in 2005 to 2007.

**Computer Skills**

Microsoft Office

Windows

Internet

**Other Skills**

Preparing Business Presentations, Organizing Events/Conferences/Seminars

**Fields of Interest**

Marketing& sales

**My Strengths**

I am a self-motivated and hardworking individual, who loves challenges and interesting work assignments. I am very good at multi-tasking and can work simultaneously with diverse work requirements to bring about cohesive and meaningful results.