

Shahzad

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**Objective:**

Be the part of an esteemed organization to provide my services for the betterment of the organization so that the organization is able to achieve its goals effectively and efficiently.

**Key Skills**

* Excellent customer service skills  communication skills
* The ability to solve problems.
* IT skills
* Strong written and spoken
* A polite and professional approach
* Quick learner
* MS Windows proficient
* Self motivated, ready to take on new challenges and willing to work hard
* Good leadership skills
* Team player and consider that we can make things better and we can produce better results.
* Conversant with the use of computers for everyday business needs

**Retail Salesperson**

**Company: shopping Mall, Pakistan**

**Tenure:** April-2013 To Jan-2014

**Designation: Retail salesperson**

**Job Responsibilities:**

* Greet customers and ascertain what each customer wants or needs.
* Open and close cash registers, performing tasks such as counting money, separating charge slips, coupons, and vouchers, balancing cash drawers, and making deposits.
* Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices
* Compute sales prices, total purchases and receive and process cash or credit payment.
* Maintain records related to sales
* Watch for and recognize security risks and thefts, and know how to prevent or handle these situations
* Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
* Answer questions regarding the store and its merchandise
* Describe merchandise and explain use, operation, and care of merchandise to customers.
* Prepare sales slips or sales contracts.
* Place special orders or call other stores to find desired items
* Demonstrate use or operation of merchandise
* Clean shelves, counters, and tables.
* Bag or package purchases, and wrap gifts
* Help customers try on or fit merchandise
* Inventory stock and requisition new stock

**Data Entry Operator and Customer Services**

**Company:** IT Enterprises Pakistan **(**Import & Export Firm)

**Designation:** **Data Entry Operator & Customer services**

**Tenure:** 25th March, 2015 to 12th April,2016

**Job Responsibilities:**

* Prepares source data for computer entry by compiling and sorting information; establishing entry priorities.
* Processes customer and account source documents by reviewing data for deficiencies; resolving discrepancies by using standard procedures or returning incomplete documents to the team leader for resolution.
* Enters customer and account data by inputting alphabetic and numeric information on keyboard or optical scanner according to screen format.
* Maintains data entry requirements by following data program techniques and procedures.
* Verifies entered customer and account data by reviewing, correcting, deleting, or reentering data; combining data from both systems when account information is incomplete; purging files to eliminate duplication of data.
* Tests customer and account system changes and upgrades by inputting new data; reviewing output.
* Secures information by completing data base backups.
* Maintains operations by following policies and procedures; reporting needed changes.
* Maintains customer confidence and protects operations by keeping information confidential.
* Contributes to team effort by accomplishing related results as needed.

**Administrative Assistant:**

**Responsibilities:**

* Ensures operation of equipment by completing preventive maintenance requirements; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques.
* Contributes to team effort by accomplishing related results as needed.
* Maintains supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies.
* Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
* Provides information by answering questions and requests.
* Contributes to team effort by accomplishing related results as needed.
* Complete operational requirements by scheduling and administrative projects.

**Educational Details:**

**Computer Competencies:**

* MS Office
* MS Word
* MS Access
* MS Excel
* MS Power Point
* Corel Draw
* Adobe Photoshop
* Typing speed 30 w/m

**Lingual Skills:**

* English ( Good)
* Urdu

**Level:** Intermediate

**Passing Year:** 2013

**Institute/ Board:** BISE Gujranwala

**Level:** Matriculation

**Passing Year:** 2011

**Institute/ Board:** BISE Gujranwala

**Personal Profile:**

**Date of Birth:** 19-Dec-1993

**Gender:** Male

**Marital Status:** Single

**Nationality:** Pakistani

**Visa status:** Visit visa (valid till 28 April)