**Curriculum Vitae**

**MAHTAAB**

[**MAHTAAB.360544@2freemail.com**](mailto:MAHTAAB.360544@2freemail.com) 

**Career Objective:** Seeking for a challenging position where I can utilize more of my vast knowledge and to meet my competencies, capabilities, skills and education and professional experiences.

**Professional Profile:** A professional who is capable of dealing with people of various levels and has an interpersonal skills and easy blends with in a team. Easily adjusts on a different environment. Has initiative and can work independently under pressure.

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| --- | --- | --- | --- | --- | --- |
|  | Customer Service |  | Customer Satisfaction |  | Teambuilding & |
|  | Management |  | Enhancement |  | Training |
|  | Complaint Handling & |  | Front-End Supervision |  | Cost-Reduction |
|  | Resolution |  | Sales & Margin |  | Strategies |
|  | Retail Operations |  | Improvement |  | Order Fulfillment |
|  | Management |  |  |  |  |

# Professional Employment

**Proctor and Gamble** (2014 – 2016)

**Customer Consultant**

Duties & Responsibilities

* Greeting & welcoming all potential and existing customers to the store.
* Matching the customer’s needs to the right product.
* Willing to approach customers and able to close a sale.
* Working as part of the sales team providing excellent customer service.
* Taking customer payments in cash or via credit cards. Excellent product knowledge.
* Occasionally negotiating with customers on price.
* Dealing with and resolving customer complaints and concerns.
* Building a great rapport with customers. Having team meeting and sharing best practice ideas with colleagues.
* Adherence to all Company policies and procedures.
* Maintaining very high merchandising standards. Analyzing sales statistics and determining sales potential & inventory requirements.

**Unilever** (Aug 2012 – 2014)

**Outlet Manager**

Duties & Responsibilities

* Driving and maximizing the sales and profitability of the store to achieve growth.
* Monitoring and review staff and store performance on a regular basis.
* Driving sales through maximizing team performance.
* Organizing, preparing and arranging promotional materials and displays.
* Maximizing sales through effective merchandising.
* Leading by example in all aspects of the role.
* Recruiting, training, supervising and appraising staff.
* Maintaining accurate statistical and financial records.
* Creating a combination of real value for money and outstanding customer service.

**Nestle** (2011 – 2012)

**Customer Services Executive**

Duties & Responsibilities

* Responding promptly to customer enquiries in person or via telephone, letter, and email – always in a professional & efficient manner.
* Using the in-house system to record necessary information and instigate actions as required.
* Processing orders, forms, applications and requests for information.
* Dealing efficiently with questions and queries from customers.
* Keeping up to date with all the company's products, services and procedures.
* Directing requests and unresolved issues to other colleagues.
* Maintaining up to date paper and computer based files and administrative systems.
* Promoting the company’s products and services to customers.
* Handling objections professionally.

# Academic and Professional Qualifications

# Bachelors in Business Administration

# FSC – Pre Engineering

# Electrical Engineering

# Other Trainings

# Customer Services Training

# Facilities Management Training

# Retails / Sales Training

# Health and Safety Training

# MS Office 2007/2010

**Personal Information**

Date of Birth: 1st January 1994

Citizenship: Pakistan

Visa Status: Long-term visit

Gender: Male

Marital Status: Single