

Mr. Suhail

Manager Operations/Customer Care(Services)

**Suhail.368652@2freemail.com**

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| Professional Attributes | * Leadership skills/Interpersonal skills ★★★★
* Problem-solving skills ★★★★
* Self-motivation & Efficient ★★★★★
* The ability to prioritize / Detail-oriented ★★★★
* Reliable Team player ★★★★★
* The ability to multitask ★★★★★
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| Skills | * *Seasoned professional whose honesty and integrity create effective leadership and optimal business relationships.*Problem-solving skills
* *Conscientious go-getter who is highly organized, dedicated, and committed to professionalism*
* *Highly adaptable, mobile, positive, resilient, patient risk-taker who is open to new ideas.*
* *Productive worker with solid work ethic who exerts optimal effort in successfully completing tasks.*
* *Loyal, Dedicated, Dependable, responsible contributor committed to excellence and success.*
* *Energetic performer consistently cited for unbridled passion for work, sunny disposition, and upbeat, positive attitude.*
* *Confident, hard-working employee who is committed to achieving excellence.*
* *Highly motivated self-starter who takes initiative with minimal supervision.*
* *Enthusiastic, knowledge-hungry learner, eager to meet challenges and quickly assimilate new concepts.*
* *Goal-driven who maintains a productive climate and confidently motivates, mobilizes, and coaches employees to meet high-performance standards.*
* *Personable professional whose strengths include cultural sensitivity and an ability to build rapport with a diverse workforce in multicultural settings.*
* *Resourceful team player with organizational skills, along with a high degree of detail orientation who excels at building trusting relationships with customers and colleagues.*
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| Experience | Fesla (pvt)ltd iNTNL -- Swabi, Pakistan 2014 – PresentManager Operations*Office Administration/Management, Procurement – Trained candidates for IELTS,* *Student Counselled for getting admissions in Universities abroad and processing their visas.*Adina Construction Company – Swabi, Pakistan 2012 – 2014Assistant Operations Manager*Completed project at NHA(Col,Sher Interchange Two KM Service road connecting*  *motorway) worth 1 crore 80 lack PKR.**Supervision & Management of staff, Book Keeping, Timely Provisions/Procurement/Logistics.*KALLSTAR MARKETING SOLUTIONS -- Rawalpindi,Pakistan 2011 – 2012**Assistant Manager Operations**Managing Operations, Getting reports regarding sales,Staff Supervision, Responding to Emails,Calls, Taking care of Customer Sevices.JAPAN INTERNATIONAL COOPERATION SYSTEMS -- Pakistan 2010 – 2011**Administrative Supervisor**Office Administration/management, Fleet management, Office Supplies and local procurement, Logistical support to office as well as projects for Earthquake effected communities in District Battgram.INCAT COMPANY LTD. – Bristol, United Kingdom 2008 – 2010**Production Controller**Stock Management,Book keeping,Procurement/Logistics,Warehouse Management.TESCO PLC -- Nottingham, United Kingdom 2007 – 2008**Shop Floor Assistant**Customer Services, Till Operations,Stock Management,Staff Supervision,CashHandling,Sales.ASDA STORES LTD(WalMart) -- Nottingh*am, United Kingdom 2006 – 2007***Shop Floor Assistant**Customer Services, Till Operations,Stock Management,Staff Supervision,CashHandling,Sales.BURGER KING (Enigma Retails Ltd) – London, United Kingdom 2001 – 2006**Senior Supervisor**Assisting the Restaurant Manager in running the shift and dealing customer services, Supervision of Staff , Stock Management, Ensuring all the Hygiene and safety measures are met and also dealing with external delegations.ROYAL TEXTILE MILLS GADOON -- Swabi, Pakistan 2000 -- 2001 **Accounts Officer**Keeping Accounts,Ledgers,Staff salary,Stock Management. |
| Education**Certificates****Languages****Computer Literacy****Extra Curricular Activities** | Preston University – Middlesex, United Kingdom 2001 --2003MBA (MIS)- Master in Business AdministrationIBMS/CS AGRICULTURE UNIVERSITY – Peshawar, Pakistan 1998 – 2000**BBA – Bachelors in Business Administration**ABS ARMY PUBLIC SCHOOL & COLLEGE -- Mardan, Pakistan 1995 – 1998**Higher secondary School Certificate(HSSC)**THE FAZLEHAQ COLLEGE -- Mardan, Pakistan 1985 – 1995**Primary & Secondary School Certificate(SSC)**Post Graduate Certificate *in Management and Leadership Education**Merton College -- London, UK. 2009* Professional certificate in IT *(Level 3)**British Institute of Technology & E-commerce -- London , UK. 2004*

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| ***S. #.*** | **Languages** | ***Speak*** | ***Read*** | ***Write*** |
|  | English | Excellent | Excellent | Excellent |
|  | Urdu | Excellent | Excellent | Excellent |
|  | Pushto (Maternal Language) | Excellent | Excellent | Excellent |
|  | Arabic | Basic | Basic | Basic |

  *MS Office (Word, Excel, Power Point),Basic Computer Networking.* *Certificate from Adventure Foundation Pakistan in Camping and Trekking Course.* *Certificate from Adventure Foundation Pakistan in Condensed Adventure Training Course.* *Playing Cricket at District Level (DCA Swabi), Web Surfing, Music, Movies.*  |