**HARRISON**

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**Professional Objective:**

Being a committed team player, want to be a part of a renowned organization, to contribute towards the growth of the Organization, based on my expertise and to further my personal capabilities by learning from the new exposure within the structured framework of the organization

**Work Experience**:

**Taste Of Italy By Heinz Beck (UAE**

**Designation: Bartender & Barista**

**Joining Date: January 2015 till January 2017**

**Job Responsibility:**

1. Deeply familiar with coffee blends and their origins
2. Adept at using condiments in coffee blends and prepare coffee according to customers’ instructions
3. Exceptional people skills aimed at providing the highest quality of customer service
4. Well versed in frothing and steaming milk in appropriate ways to make good quality blends
5. Demonstrated ability to use coffee tampers correctly in order to ensure uniform extractions
6. Proficient in adjusting coffee grinders appropriately
7. Solid background in calibrating shot sizes in a correct manner and setting up blend machinery to reproduce shots effectively
8. Hands-on experience in roasting and grinding coffee beans Effectively provides customers with information on different types of coffee blends and their ingredients
9. Proven record of handling coffee and other supplies by ensuring proper inventory
10. Exceptional time management skills targeted at providing customers with on-time orders
11. Excellent attentions to detail aimed at ensuring orders are accurate
12. Proven ability to perform preventative and general maintenance on coffee bar equipment
13. Special talent for adhering to recipe policies of the company
14. Qualified to handle payments and working on cash registers
15. Known for providing exceptional hospitality service to ensure recurring business and customer retention

**Coffeol Coffee for All in Dubai (UAE)**

**Designation: Shift In charge**

**Joining Date: January 2013 till January 2015**

**Job responsibility:**

1. Responsible for the daily managing of staff and the assigning of duties
2. Marking Coffee as per standard
3. Managing and motivating staff to increase sales and ensure store efficiency.
4. Analyzing store sales figures
5. Developing, researching and implementing marketing strategies.
6. Maintaining awareness of market trends and monitoring local competitors.
7. Managing up to 15 members of staff
8. Manage budgets set by Retail Area Managers.
9. Manage and address shrinkage and stock loss.
10. Maintaining accurate records of all pricings, sales, and activity reports
11. Ensuring all corporate and local regulations and procedures are met and complied with

**KEY SKILLS AND COMPETENCIES**

1. Proven record of accomplishment of increasing sales and turnover
2. Experience of managing KPIs and performance management
3. Experience of processing sales enquiries to a successful conclusion
4. Commercially and operationally minded
5. Able to inspire store staff to keep ahead of the competition
6. Knowledge of working with brands and their guidelines
7. Push civic engagement & social responsibility agenda within the store operations
8. Responding to, comments, and resolving customer complaints
9. Ability to increase profitability through excellent service and the Effective management of retail space

**Propah Tea Café in Dubai (UAE)** **Designation: Shift Supervisor**

**Joining Date: January 2010 until January 2013**

**Job responsibility:**

1. Marking Coffee as per standard
2. Open and close the store as required. Perform all safety and security tasks, i.e., alarms, two-person rule, as required to open and close the store
3. Follows and direct others to follow store policies and procedures for operational flow at each station.
4. Evaluate staffing and food levels to ensure proper financial accountability during each shift.
5. Assist in store roistering and maximizes labor by adjusting staffing to meet ideal staffing hours.
6. Perform all cash handling requirements of a manager in charge including closeouts, safe accountability and cash drops. Conduct inventories and process orders as required.
7. Follow inventory stocking and recording guidelines
8. Assist store manager with accounting and banking responsibilities.
9. Train and on-board new Team Members on both front- and back-of-house procedures
10. Lead and manage shifts while acting as manager-in-charge of store.



**Costa Coffee in Karachi Pakistan**

**Designation: Barista cum Cashier**

**Joining Date: November 2009 until Jan 2010**

**Job Responsibility:**

1. Handling Cash and all inventoried
2. Deeply familiar with coffee blends and their origins
3. Adept at using condiments in coffee blends and prepare coffee according to customers’ instructions
4. Exceptional people skills aimed at providing the highest quality of customer service
5. Well versed in frothing and steaming milk in appropriate ways to make good quality blends
6. Demonstrated ability to use coffee tampers correctly in order to ensure uniform extractions
7. Proficient in adjusting coffee grinders appropriately
8. Hands-on experience in roasting and grinding coffee beans
9. Effectively provides customers with information on different types of coffee blends and their ingredients
10. Exceptional time management skills targeted at providing customers with on-time orders
11. Excellent attentions to detail aimed at ensuring orders are accurate

1. Proven ability to perform preventative and general maintenance on coffee bar equipment
2. Qualified to handle payments and working on cash register Known for providing exceptional hospitality service to ensure recurring business and customer retention

**Levi’s Jeans in Karachi Pakistan**

**Designation: Customer Relationship Executive**

**Duration: June 2008 until October 2009**

**Job Responsibilities:**

1. Communicated directly with customers by phone, electronically or face to face
2. Provided customers with technical support using maintenance procedures created with company products.
3. Wrote and kept accurate records of discussions and correspondence with customers.
4. Managed and supervised a team of customer services representatives.
5. Provided customer service team with feedback.
6. Met with other team managers to discuss possible improvements in customer service and company’s products
7. Trained and coached team members to deliver a high standard of customer service.
8. Learned about products and services and kept up to date with changes.
9. Kept ahead of technology developments by attending professional courses

**ACHIEVEMENTS**

1. Developed the customer service policy for the organization: Developed customer service procedures, performance level and QA standards for the organization.
2. Evaluated changing factors frequently to achieve high customer satisfaction level
3. Analyzed statistics and other data to determine the level of customer service performance achieved by the team.

**Charles & Keith in Karachi Pakistan**

**Designation: Customer Relationship Executive**

**Duration: Jan 2006 until May 2008**

**Job Responsibilities**

1. Managed client obligations ensuring high level of customer satisfaction
2. Maintained and updated internal databases for all client related information
3. Ensured clients achieve their business strategies
4. Increased client’s satisfaction and retention
5. Trained and developed team members in multiple locations
6. Liaised between client service and other departments
7. Provided technical support for resolution of issues
8. Developed and enforced short and long term strategies with customer enquiries face to face, over the phone or via emails.

**Pizza Hut in Karachi Pakistan**

**Designation: Customer Coordinator & Cashier**

**Joining Date: January 2003 until December 2005**

**Job Responsibilities:**

1. Greeting Customers Properly
2. Provide clients with information on products and services – both on the phone and in person
3. making sure that Dining Area well maintained
4. Replay to email queries and mange other correspondence
5. Perform basic office and administrative roles
6. Handling Cash and all inventoried

**Educational History:**

Intermediate (Commerce) : Allama Iqbal Government Degrees College

(2005-2007)

Secondary School : St John’s English Medium High School (2004)

**Personal Details :**

Marital Status -Married

DOB - 23-Oct-1985

Religion - Christian

Visa Status - Visited Visa

Nationality - Pakistani

Language - English, Urdu, Hindi, Punjabi

**Hobbies**:

Snooker, Dancing and Music