

**Danial**

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**Objective**

Dedicated customer service professional with 3 years experience in a fast-paced environment seeking an opportunity in a team-orientated company. Adept at handling a wide range of contact methods while accurately documenting customer issues and providing first class service with every interaction. Track record of quickly acquiring competency in all products and transactions while readily and positively adapting to change..

**Profile**

Successful high school graduate with exceptionally good customer service acumen. Undertook various jobs as a customer service representative. Special talent for working under minimum supervision coupled with strong interpersonal and organizational skills. A target-driven employee who has comprehensive knowledge of analyzing relevant data to determine customer service outputs, identifying and implementing strategies to improve quality of service, productivity and profitability. Friendly and flexible with a proven professional approach towards organizational objectives and job tasks

**Core Qualifications**

|  |  |  |
| --- | --- | --- |
| - Merchandising | - Recruiting / hiring |  |
| - Budgeting | - Customer service | |
| - Training / development | - Sales forecasting | |
| - Cost control | - Inventory management | |
| - Advertising & marketing | - Scheduling | |
| -Excellent Communication skills | - Microsoft excel | |
|  |  |  |

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Career summary



**July 2016 - Present** **AppareL Group UAE ( SKECHERS ) , Dubai**

**Asst Store Manager**

As an Assistant Store Manager, I AM responsible for carrying out that goal through positive and effective communication with customers as well as efficient operation of the store. I provide the Store Manager with the help he or she requires to keep the shop in top running order, from ordering inventory and processing sales to generating cash reports and responding to customer concerns and complaints.

* ***Key Responsibilities***
* Coach and support other team members
* Train new employees for the sales floor or other departments (e.g. shipping and receiving)
* Maintain and monitor store inventory
* Ensure that the store is clean, safe and presentable for customers
* Greet and assist customers as necessary when other sales associates are busy
* Conduct regular audits of the store’s physical and practical condition to ensure quality
* Maintain product levels appropriately
* Interact with the public via social media and maintain the store’s online presence
* Process sales when necessary
* Generate and review daily sales report

**Jan 15 – Oct 15** **United Dairies pvt Ltd,**



***Store Supervisor***

Responsible for coaching, resolving issues and serving to ensure that operations are carried out productively so as to ensure profitability and sustainable growth of the store .

***Key Responsibilities***

* Set goals for performance and deadlines in ways that comply with company’s plans and vision and communicate them to subordinates
* Organize work flow and ensure that employees understand their duties or delegated tasks
* Monitor employee productivity and provide constructive feedback and coaching

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* Receive complaints and resolve problems
* Maintain timekeeping and personnel records
* Pass on information from upper management to employees and vice versa
* Prepare and submit performance reports
* Ensure adherence to legal and company policies and procedures and undertake disciplinary actions if the need arises.



**Jan 14 – Oct 14** **Servis (Shoe Brand), Lahore**

***Sales Associate***

Working closely with customers to determine their needs, answer their questions about products and recommend the right solutions. Resolve customer complaints and ensure maximum client satisfaction. Up-to-date with product features and maintain store’s visual appearance in high standards.

**Key Responsibility**

-Ensure high levels of customer satisfaction through excellent sales service

-Assess customers needs and provide assistance and information on product features -Welcome customers to the store and answer their queries

-Follow and achieve department’s sales goals on a monthly, quarterly and yearly basis -“Go the extra mile” to drive sales

-Maintain in-stock and presentable condition assigned areas -Actively seek out customers in store

-Remain knowledgeable on products offered and discuss available options -Process POS (point of sale) purchases -Cross sell products

-Handle returns of merchandise

-Team up with co-workers to ensure proper customer service -Build productive trust relationships with customers -Comply with inventory control procedures

-Suggest ways to improve sales (e.g. planning marketing activities, changing the store’s design)

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**OCT 14 – DEC 14** **IDAR-E-KISSAN ( HALLA ) , Lahore**

***TRAINEE ACCOUNTANT***

Prepare accounts for internal and external audits.

Model account data to assist in forecasting future trends.

Improve company spending habits by accurately detailing expenses and needs.

Draft reports outlining fees payroll and other costs.

Maintain integrity of company financial database.

Education & qualifications



➢ **FDA ( Fundamental diploma in Accountancy ) , Currently enrolled** ➢ **High School (Intermediate in Science) ,13/14**

* **Matriculation – 11/12**

References available on request



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