

Mr. Suhail

Manager Operations/Customer Care(Services)

[**Suhail.368652@2freemail.com**](mailto: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 ★★★★★ |
| 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.* |
| Experience | Fesla (pvt)ltd iNTNL -- Swabi, Pakistan 2014 – Present  Manager 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 – 2014  Assistant 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,Cash  Handling,Sales.  ASDA STORES LTD(WalMart) -- Nottingh*am, United Kingdom 2006 – 2007*  **Shop Floor Assistant**  Customer Services, Till Operations,Stock Management,Staff Supervision,Cash  Handling,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 --2003  MBA (MIS)- Master in Business Administration  IBMS/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*   |  |  |  |  |  | | --- | --- | --- | --- | --- | | ***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.* |