**TALAL**

**Email ID ​**TALAL.38283222FREEMAIL.COM

**CAREER OBJECTIVE**



I am seeking a challenging position in reputed organization with a pleasant working environment and expanding my skill set and knowledge. I am also more than willing to accept a position in an exciting new field that I have not yet had the opportunity to work.

**PROFESSIONAL OVERVIEW**

* Exceptional reading and comprehension capability with effective communication, interpersonal and relationship management skills.
* Ability to perform various activities with maximum supervision and have good mathematical and statistical skills with hard working ability.
* Capacity to provide great customer service, effective interaction with clients and senior management, ability to work under tight deadlines & skilled in computer related software.

**PROFESSIONAL EXPERIENCE**



**Baskin Robbins ice cream UAE.llc**

**➢** STORE MANAGER DEC 2014 to CONTINUE

* Point of sale operator(POS In charge)
* Three years experience in Customer service
* Qualified Pic training from Dubai municipality



**➢**

Sales Assistant

April​ 2012 to June 2014

**J. Junaid jamshed Pakistan**



**➢** Sales Assistant **Khaadi Pakistan**

April 2010 to April 2012

**JOB RESPONSIBILITIES**

* Completes store operational requirements by scheduling and assigning employees; following up on work results.
* Maintains store staff by recruiting, selecting, orienting, and training employees.
* Maintains store staff job results by coaching, counseling, and disciplining employees; planning, monitoring, and appraising job results.
* Achieves financial objectives by preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.

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* Identifies current and future customer requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements.
* Ensures availability of merchandise and services by approving contracts; maintaining inventories.
* Formulates pricing policies by reviewing merchandising activities; determining additional needed sales promotion; authorizing clearance sales; studying trends.

**Sales Assistant**

* Patrol premises regularly to maintain order and establish presence
* Monitor and authorize entrance of vehicles or people in the property
* Remove wrongdoers or trespassers from the area
* Secure all exits, doors and windows after end of operations
* Check surveillance cameras periodically to identify disruptions or unlawful acts
* investigate people for suspicious activity or possessions
* Respond to alarms by investigating and assessing the situation
* Provide assistance to people in need
* Apprehend and detain perpetrators according to legal protocol before arrival of authorities
* Submit reports of daily surveillance activity and important occurrences
* **Customer Services**

**Provide pricing and delivery information**

* + **Assists customers effectively by solving customer disputes**
* **Provides customer additional information or explains services**
* **Discusses products offered and ensures customer satisfaction**
* **Tactfully handles confrontational or stressful interactions with the public**
* **Provide information on daily deals and discounts**
* **Accurately captures customer information**
* **Creates and maintains service reports and ability to multitask**

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* + **Manage large amounts of incoming calls**
	+ **Generate sales leads**
	+ **Identify and assess customers’ needs to achieve satisfaction**
* **EDUCATION ATTAINMENT**
* **Bachelors of Arts** B.Z.U, Multan – Pakistan
* **Board of Intermediate**

Board of Intermediate and Secondary Education, Multan – Pakistan

* **Secondary Education**

Board of Intermediate and Secondary Education, Multan – Pakistan

**COMPUTER SKILLS**

* Experienced MS Office – Word, Excel, PowerPoint
* Knowledgeable Outlook and internet email applications

**PERSONAL INFORMATION**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Date of Birth |  |  |  | th​ |  |  |
|  |  |  |  | 27​ September 1992 |  |  |
|  | Place of Birth |  |  |  | Multan, Pakistan |  |  |
|  | Nationality |  |  |  | Pakistani |  |  |
|  | Highet |  |  |  | 5.9” |  |  |
|  | Marital Status |  |  |  | Single |  |  |
|  | **PASSPORT DETAILS** |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  | Date of Passport Issue | th​ |  |  |
|  | 30​ September 2015 |  |  |
|  | Place of Passport Issue | Pakistan |  |  |
|  | Expired Date of Passport | th​ |  |  |
|  | 28​ September 2020 |  |  |
|  | **LANGUAGES KNOWN** |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  | **Languages** | **Written** |  | **Reading** | **Spoken** |  |
|  | English | Advanced |  | Advanced | Fluent |  |
|  | Urdu | Advanced |  | Advanced | Fluent |  |

**I hereby declared that the above details given are true up to best of my knowledge & belief and thank you for taking your important time to review my CV and looking forward for positive response.**

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