

MUHAMMAD FAISAL BASHIR

Assistant Manger



Contact

Ras Al Khaimah,UAE
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Education

- UNIVERISTY OF CENTRAL PUNJAB,
LAHORE, PAKISTAN 2019

Master of Business Administration

- Graduated with distinction,
reflecting commitment to
academic excellence

- PUNJAB COLLEGE OF COMMERCE
LIAQUATPUR, PAKISTAN 2016

Associate Degree in IT Management

- Under graduated with A+
in IT Management,
showcasing top-tier
expertise.

Objective

Dynamic and results-driven MBA graduate with a robust background in customer service and customer management. Leveraging a unique blend of business acumen and hands-on experience, I excel in fostering positive customer relationships and driving satisfaction while aligning customer needs with business objectives. Passionate about creating impactful customer experiences and committed to continuous improvement, I am eager to contribute to a forward-thinking organization where I can leverage my skills to drive success and exceed expectations.

Experience

CURRENTLY WORKING SINCE NOV-21

CUSTOMER SUPPORT ASSISTANT | AL AHD PHARMACY,RAK,UAE

- Effectively managed customer inquiries and concerns, ensuring high levels of satisfaction by providing timely and accurate information and resolving issues promptly.
- Effectively addressed and resolved complex patient issues related to billing, service delivery, and product usage, enhancing overall patient satisfaction and loyalty.

SALES ASSOCIATE | AL AHD PHARMACY,RAK,UAE

- Implemented effective sales strategies and techniques, such as up selling and cross-selling, to maximize revenue and support business growth.

OFFICE ASSISTANT | AL AHD PHARMACY,RAK,UAE

- Streamlined data entry processes by creating and using Excel templates, reducing errors and improving efficiency in managing customer and sales information.

APRIL-2019 TO SEP-21

RETAIL SALES MANAGER | TELENOR PAKISTAN,RYK,PAK

- Supervised and motivated a team of sales associates, providing ongoing training and development to enhance product knowledge and sales skills.
- Monitored sales performance metrics and analyzed data to identify trends, opportunities, and areas for improvement.
- Implemented customer service best practices, leading to increased customer satisfaction and repeat business.
- Managed inventory levels and product displays, ensuring optimal stock availability and visually appealing merchandising to attract customers.
- Planned and executed in-store promotions, events, and marketing campaigns to drive traffic and boost sales.

Skills

- Data Analysis
- Market Research
- Excel
- Communication
- Leadership
- Process Improvement
- PROBLEM SOLVING
- Employee Engagement
- Performance Management
- Operations Management
- Point of Sale (POS) system

Driving License

- LMV LICENSE, UAE

Certificates

E-ROZGAR TRAINING (NON-TECHNICAL)

Islamia University, Bahawalpur Pakistan 2020

- I GOT KNOWLEDGE AND TRAINING ABOUT ONLINE WORK WITH THE USE OF COMPUTER SKILLS AND APPLICATIONS

YOUNG ENTREPRENEUR SUMMIT

University of Central Punjab 2019

- I was honored to receive the **Young Entrepreneur Summit Certificate**, awarded for my participation in a prestigious event focused on nurturing and empowering emerging business leaders. This summit brought together innovative thinkers and aspiring entrepreneurs from diverse backgrounds to explore key aspects of entrepreneurship and business development.

Languages

- English
- Arabic
- Urdu
- Punjabi

References

Available Upon Request