

Muhammad Amir ZAFAR
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Objective

To attain a challenging, resourceful, and learning-oriented position in an organization of good repute to contribute to achieving their ultimate goal by applying my intuition, skills, and abilities that I have attained through my professional experience and education

PROFESSIONAL EXPERIENCES

Salesman Non-Food (Bin Dawood & Danube) (Present) Serving as Visual Merchandiser Non-Food

- ❖ Creating visually appealing design, displays in retail stores.
- ❖ Planning floor layouts.
- ❖ Ensuring the store aligns with the brand's image.
- ❖ Develop, deliver, and communicate visual concepts and strategies to promote brands and sales.

Chat Support Executive (Marshal Holdings) (December 2022 – September 2023)

- ❖ Exceptional chat support skills to emphasize the customer query
- ❖ Respond to customer queries Timely.
- ❖ Assists Chat and/or Email to the customers with their questions.
- ❖ Support customers via instant messaging.

Store Associate (Shoes & Home Textile Department) Metro Cash & Carry Pvt.Ltd (April, 2021 – December, 2022)

- ❖ Supervise Annual stock take.
- ❖ Supervise Partial stock take every month.
- ❖ Rail Card Audit daily.
- ❖ “Go the extra mile” to drive sales.
- ❖ Assess customers’ needs and provide assistance and information on product features.

- ❖ Daily Audit of Display as per merchandising protocols.
- ❖ Weekly Audit on Potential Old Stock and Old Stocks.
- ❖ People Management.
- ❖ Ordering daily by using OPL.
- ❖ Gap Check Audit to ensure the availability of stock.
- ❖ Coordinate with suppliers to provide stock promptly.

Sales Promoter (Monsalwa Frozen Foods) Metro Cash & Carry Pvt.Ltd

(June, 2020 – April, 2021) ❖ Customer Services.

- ❖ Provide Detailed knowledge to Customers about products.
- ❖ Create proper displays of products.
- ❖ Customer services by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.

Shift Supervisor (Happy Day Mart)

(January, 2016 – May, 2017)

- ❖ Manages Store Operations.
- ❖ Monitoring inventory by proper display of stock.
- ❖ People management.
- ❖ Order new Stock as per requirement.

Career-Oriented Abilities & Professional Skills

- ❖ Effectively can adapt to new culture & environment
- ❖ Ability to perform under stress and effective time management
- ❖ SMART Working to ensure productivity
- ❖ Good communication and soft skills
- ❖ Ability to work as a good team player
- ❖ Effective communication and negotiation skills
- ❖ Proficient in using modern IT for effective customer management and support
- ❖ Good listener as well as a keen learner.

Technical Skills

❖ **Systems:**

GMS, MMS, MSP, Pos Con & JDA

❖ **Software:**

MS Word, MS Excel, MS PowerPoint, MS Access ❖

Lifter Operating:

Electric Reach Operator **M# ETV-214**

Academic Qualifications

- | | |
|---|-----------------------------|
| ❖ <i>BS (Web Development/Designing)</i> | <i>(Virtual University)</i> |
| ❖ <i>Intermediate</i> | <i>Lahore Board</i> |
| ❖ <i>Matriculation</i> | <i>Lahore Board</i> |

ADDITIONAL COURSES

- ❖ 6 Months Diploma in Web Development & Designing.
- ❖ 6 Months Diploma in Chinese Language (Mandarin).

EXPERTISE

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|--------------------------|----------------------------|----------------------|
| ✓ Team Leadership | ✓ Marketing and promotions | ✓ General Management |
| ✓ Stock Take (Inventory) | ✓ Business development | ✓ Customer service |

PERSONAL PROFILE

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| ❖ Father's Name | Zafar Iqbal |
| ❖ Date of Birth | 16-Oct-2001 |
| ❖ Religion | Islam |
| ❖ Nationality | Pakistani |
| ❖ Marital Status | Single |

LANGUAGES: English & Urdu