

ALI ADNAN

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Objective

To obtain a challenging position in a dynamic organization where my skills and experience can be utilized to achieve the organization's objectives



Experience

New Light house Pvt(ltd)

2012 - 2014

Accounts Assistant

Assisted the senior accountant in managing the company's financial records.

Processed accounts payable and receivable transactions.

Prepared financial statements and reports for management.

Maintained accurate and up-to-date records of financial transactions.

Ammar Belal

2014 - 2018

Retail Store Manager

Managed all aspects of the retail store, including sales, inventory, and customer service.

Trained and supervised a team of sales associates to ensure high levels of customer satisfaction and sales performance.

Developed and implemented marketing strategies to increase sales and promote the store's brand.

Analyzed sales data and adjusted inventory levels to maximize profitability.



Skills

Proficient in Microsoft Office Suite (Word, Excel, PowerPoint). Strong communication, interpersonal, and leadership skills. Ability to work effectively in a team and independently. Excellent time management and organizational skills. Strong attention to detail and analytical skills.

Excellent communication skills, both verbal and written, which allow me to convey complex concepts and ideas to students in a clear and concise manner. Strong interpersonal skills that enable me to establish positive relationships with students, parents, and colleagues. Ability to create engaging lesson plans that cater to the different learning styles and abilities of students. Knowledge of current teaching methodologies and techniques, which enable me to use a variety of instructional strategies to meet the needs of all learners. Strong organizational skills that allow me to plan and manage class schedules, assessments, and other administrative tasks. Strong leadership skills that enable me to manage and motivate students, as well as work effectively as part of a team. Cultural sensitivity and an understanding of diversity, which allow me to create an inclusive and respectful classroom environment. Experience in using technology, such as educational software and online resources, to enhance the learning experience of students. Patience and empathy, which enable me to create a supportive and safe learning environment for students. Strong problem-solving skills that allow me to quickly identify and address any issues or challenges that arise during the teaching process.

Exclusive

2019 - 2020

Store Manager

As a store manager for a boutique for two years, I had the opportunity to develop a range of skills in customer service, team management, inventory control, visual merchandising, and sales analysis.

At the beginning of my tenure, I took the time to familiarize myself with the store's products, customers, and staff. I worked closely with the previous manager to understand the day-to-day operations, learn about the most popular items, and identify areas that needed improvement.

One of the first things I did was to revamp the store's visual merchandising strategy. I reorganized the displays to make the store look more inviting and attractive, and I introduced new marketing materials to promote the products effectively.

I also put in place an inventory control system to ensure that the store always had the right products in stock. I monitored sales trends and used the data to adjust the inventory levels and make purchasing decisions. This helped us to avoid stockouts and overstocking, which had been a problem in the past.

Another area I focused on was customer service. I made sure that the staff was well-trained and motivated to provide exceptional service to customers. I also implemented a customer feedback system to gather insights into the customers' needs and preferences. Based on the feedback, I made changes to the store's product offerings, pricing strategy, and customer service policies.

As a manager, I was responsible for leading and motivating a team of sales associates. I provided them with regular feedback, coaching, and training to help them improve their skills and achieve their goals. I also created a positive and inclusive work environment where everyone felt valued and respected.

Finally, I was responsible for analyzing the store's sales performance and making strategic decisions based on the data. I used various metrics such as foot traffic, conversion rates, and average transaction value to track our progress and identify areas for improvement.

Overall, my experience as a store manager for a boutique for two years was challenging but rewarding. I learned a lot about the retail industry, and I developed a range of skills that will be valuable in my future career.

First solution Management

2021 - 2023

Online Debt Collector

As a debt collector at an international call center for more than 2 years, I had the opportunity to develop a range of skills in communication, negotiation, and conflict resolution.

My role as a debt collector involved making outbound calls to customers who had overdue accounts with our clients. I worked with customers from different countries and cultures, which allowed me to gain a global perspective on debt collection practices.

One of the most important skills I developed as a debt collector was effective communication. I learned how to engage with customers in a respectful and professional manner, even in difficult situations. I used active listening techniques to understand their concerns and objections and worked to address them in a way that was mutually beneficial.

Another important aspect of my role was negotiation. I used a range of techniques to negotiate payment plans with customers, including setting achievable goals, highlighting the benefits of paying off their debt, and being flexible with payment options. I also worked closely with my team to share best practices and develop new strategies for successful negotiations.

Conflict resolution was also a critical part of my role. I worked to resolve disputes between customers and our clients in a way that was fair and impartial. I remained calm and professional at all times, even in the face of aggressive or hostile customers.

In addition to these core skills, I also had to be highly organized and detail-oriented. I maintained accurate records of customer interactions, payments, and account balances, and used this data to provide regular updates to our clients.

Working as a debt collector in an international call center was a challenging but rewarding experience. I learned a great deal about effective communication and negotiation, and developed a range of skills that will be valuable in my future career. I also gained a deeper understanding of the importance of empathy and understanding in resolving conflicts and building relationships with customers



Education

Government Commercial College

2010

Diploma in Commerce (D.com)

2nd

M.A.O College Lahore

2012

Bachelor of Commerce (B.Com)

2nd

