

Cover Letter

Muhammad Faisal Mustafa

Address: International City, Dubai
Contact: +971 58 125 2203, +971 56 586 5601
Email: fmus007@gmail.com

Sir/Madam,

I am very much interested to work in your esteemed institution and assure that I will work hard and will give my best to add value to match the quality of your institution. As a proactive and target oriented individual with over 5 years of Customer Service, Sales, Marketing and Management Experience. I am very positive that I would be able to become an asset and excellent representative of your company. I'm sure I can use my expertise to bring similar results for your organization.

Currently, I am working in a Retail Organization STYLO. My key Challenge has been Manager and responsible for maximizing sales & Operations through proactive selling and providing better customer services to retail customers. Managing and Motivating team. Inventory & Audit Control. Stock In/Out receiving physically & systematically. Expense & Budget Controlling and all Retail Store related Operations. I also served as Branch Accountant where I was responsible for Cash Handling. Cash Counter Maintenance, Inventory control, Inventory lookup and Handling M-POS/ AX 365. Systematical Inventory of Store & Customer Services at cash Counter.

And I am extremely skilled in:

- Handle customer complaints, provide appropriate solutions.
- Advance Level Skills in MS Office (Word, Excel, PowerPoint).
- Communication Skills.
- Maximizing sales & Operations.
- Microsoft M-POS/ AX 365.
- Working towards Sales Targets

Pertaining to the educational & experience, I have enclosed here with my resume for your perusal. I thoroughly read the job responsibilities which are matching with my skills, qualifications & past experiences. Based on the above, I request you to look into the matter and do the needful. I am hoping your kind consideration regarding my application.

Thanking you in anticipation.

Yours faithfully

Muhammad Faisal Mustafa

Curriculum Vitae

Muhammad Faisal Mustafa

Address: England Cluster, International City, Dubai
Contact: +971 58 125 2203, +971 56 586 5601
Email: fmus007@gmail.com



Professional Summary:

- I am a skilled Accountant, Cashier and Sales Executive with expertise in accurately handling transactions. Excellent communication skills. Experienced in utilizing accounting software and maintaining accurate records. Highly motivated and results-driven sales executive with a successful history of exceeding sales targets and building strong relationships.

Academic Record:

Degrees	Year	Institutes
Bachelors in Business Administration	2023	Virtual University of Pakistan
Computer Web & Graphic Designing	2019	MTEC(PVTC), GOV. of Punjab, Pak
Intermediate	2016	Army Public School, Quetta, Pakistan
Matriculation	2013	Army Public School, Multan, Pakistan

Experiences:

• **Cashier** (1 Years in Habib Bank Limited)



Responsible for Cash Transactions and to provide face to face services in banks and handles customers concerns and complaints. Their duties include greeting customers, opening and closing accounts and handling deposits and withdrawals. Accepting deposits, cash checks and process withdrawals .Responsible for:

- Greeting Customers.
- Maintain accurate records of transactions.
- Collecting payments in cash and checks.
- Verifying cash and checks for Deposits.
- Processing cash withdrawals.
- Handling Cash.

• **Branch Manager** (2 Years in STYLO)

Responsible for:



- Sells products by establishing developing relationships with prospects.
- Listening to customer requirements and presenting appropriately to make a sale.
- Reviewing own sales performance, aiming to meet or exceed targets.
- Maintaining and developing relationships with existing customers via Calls & WhatsApp.
- Presenting the product or service in a structured professional way face to face.

• **Assistant Branch Manager (1 Years in STYLO)**

Responsible for general tasks include supervising employees, communicating with customers.

Responsible for:

- Coordinating, monitoring and reporting on daily operations.
- Recruiting, training and supervising employees.
- Managing employee schedules.
- Conducting performance reviews and enforcing disciplinary actions.

• **Branch Accountant (1.5 Years in STYLO)**

Responsible for Cash Handling, Inventory control, and Customer Services at cash Counter.

Responsible for:

- Check sales invoices and determine cash and stock variances.
- Receive and deposit cash.
- Excel Data Collection.
- Supervision of Cash Records
- Customer Handling.

• **Branch Accountant (1 Years at SUNCROP Fertilizer)**

Responsible for Cash Management and Transaction. Scan goods and collect payments. Issue receipts, refunds, change or tickets. Excel Data Collection and supervision of Cash Records. Doing Audit through System Inventory Record. Handle merchandise returns and exchanges.



Achievements:

- Best Branch Accountant in Region.
- Got 3rd Position in Accelerated Development Program (ADP) for Retail Managers Nationally Organized by Stylo.
- Highest Sales Growth 153% against Last Year in Region.
- Trained 5 employees for Branch Accountant position.
- 4 times 100% Audit Results.
- Annual Sales Target Achievement 2022-2023.

Soft Skills:

- Microsoft M-POS/ AX 365 Updated Expert.
- Compliance Work.
- MS Office (Word, Excel, PowerPoint).
- 45+ words Per Minute Typing Speed.
- Data Analysis.

Personal Information:

Nationality	Pakistani
Date of Birth	7-12-1996
Marital Status	Single
Religion	Islam
Gender	Male

Language:

- English, Urdu, Hindi, Punjabi