



AQSA LATIF

CONTACT

Dubai, UAE 00000

Mobile: +971 55 583 1763

muzaffaraqsa5@gmail.com

EDUCATION

10/2015 - 07/2017

MSc Applied Psychology (3.83 / 4 CGPA)

BahaUddin Zakariya University,
Multan Pakistan

10/2021 - 07/2023

Advance Diploma in Clinical Psychology (ADCP) (3.72 / 4 CGPA)

Bahauddin Zakariya University,
Multan Pakistan

LANGUAGES

English

Advanced

Urdu

Native

Punjabi

Fluent

Arabic

Intermediate

Hindi

Fluent

PROFESSIONAL SUMMARY

Energetic and determined person who has developed a mature and responsible approach to any task undertaken, or situation may be presented with. Collaborative leader with dedication to partnering with coworkers to promote engaged, empowering work culture. Documented strengths in building and maintaining relationships with diverse range of stakeholders in dynamic, fast-paced settings.

WORK HISTORY

December 2017 – August 2021

Outlet Supervisor-Brand Ambassador

Retail Supervisor,

Dar Al Teeb WLL,

Manama, Bahrain

- Supervising three branches to meet the daily sales operations targets by leading the team, providing sales report to the management on daily and monthly basis.
- Educating customers about the company's product, creating website and social media contents to drive brand awareness.
- Working closely with the sales and marketing team to implement marketing strategies and campaigns..
- Responsible for generating sales by engaging and connecting with customers and maintaining a neat, clean and safe working and shopping environment
- Routinely conduct training to help retail sales associates better understands the products, increase brand image. .
- Handling customer complaints provide appropriate solutions and alternatives within the time limits and follow up to ensure solutions.
- Accurately receiving, counting, distributing and arrange cash. Selling financial products to clients and perform as team player to achieve targets.
- Responsible of handling demanding customer and their complaints on given time. Performing relevant clerical / administrative duties.
- Attend all training sessions of customer dealing & complaint handling, brand product knowledge.
- Create a positive, welcoming experience by demonstrating a customer first mindset while educating customers on products, offers, styles and fit, as well as promotions.
- Assisting the branch managers in ensuring the events run as smoothly and productively as possible.

CERTIFICATIONS

IT Office

Certificate of Excellence in Brand
Promotion and Evaluation

Internship in Clinical Psychology

June 2022 - August 2022

Internship in Clinical Psychology,
Spring Clinic Institute of Psychiatry,
Multan, Pakistan

- Taking part in regular academic activities.
- Taking orientation to basic clinical skills like history checking, mental state examination case formulation and preparing management plans.
- Also observing the counseling and psychotherapeutic sessions conducted by supervisors.

SKILLS

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|-------------------------------|----------------------------------|
| • MS Word & Excel | • Positive Attitude |
| • Communication Skills | • Ability to work under pressure |
| • Strong Communication Skills | • Complex Problem Solver |
| • Analytical Skills | • Innovative and Service Focused |
| • Team Management | |