



## Hafiz Raheel Bukhari

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### ABOUT ME

I am a dedicated and results-driven professional with a 2-year diploma in Computer Science, complemented by a strong academic foundation from my Matric degree. My technical expertise includes proficiency in various programming languages and software development tools, with a focus on delivering innovative and efficient solutions. Additionally, I bring valuable experience in sales and warehouse management, demonstrating strong organizational and leadership skills. I am committed to continuous learning and self-improvement, striving to enhance my skills and contribute effectively to dynamic projects. My objective is to leverage my diverse background, technical knowledge, and motivational mindset to drive success and foster a collaborative and productive work environment.

### WORK EXPERIENCE

#### Sales assistant

**Plugins Electronics Dubai Festival City Mall** [ 14/07/2015 – 28/08/2017 ]

**City:** Dubai Festival City | **Country:** United Arab Emirates

#### 1. Customer Service:

- Greeting and assisting customers.
- Providing product information and recommendations.
- Handling customer inquiries and complaints.

#### 2. Sales Support:

- Demonstrating product features.
- Upselling and cross-selling products.
- Processing transactions and handling cash or credit payments.

#### 3. Merchandising:

- Restocking shelves and ensuring product displays are attractive.
- Keeping the sales floor clean and organized.
- Setting up promotional displays.

#### 4. Inventory Management:

- Monitoring stock levels and reporting shortages.
- Assisting with inventory counts and audits.
- Receiving and unpacking new shipments.

#### 5. Administrative Tasks:

- Updating sales records and customer information.
- Assisting with sales reports and data entry.
- Coordinating with other departments for smooth operations.

#### 6. Customer Relationship Management:

- Building and maintaining good relationships with regular customers.
- Collecting feedback to improve service and products.

#### 7. Product Knowledge:

- Staying updated on new products and promotions.
- Attending training sessions as required.



## Sales manager

**O.M.S Trader Private Ltd** [ 01/04/2018 – 14/02/2019 ]

City: Bahawalpur | Country: Pakistan

### 1. Setting Sales Goals:

- Establishing sales objectives and targets in alignment with company goals.

### 2. Developing Sales Strategies:

- Creating plans to achieve sales targets and expand customer base.

### 3. Managing Sales Team:

- Recruiting, training, and supervising sales representatives.

### 4. Monitoring Performance:

- Tracking sales metrics and performance indicators.

### 5. Coaching and Motivating:

- Providing guidance and support to sales team members to improve their performance.

### 6. Analyzing Data:

- Utilizing sales data to identify opportunities for growth and improvement.

### 7. Collaborating with Other Departments:

- Working with marketing, product development, and finance teams to ensure alignment and support.
- Preparing regular reports for management on sales results, forecasts, and market conditions.

## Warehouse manager

**New Majeed Medicine Company Private Ltd** [ Current ]

City: Bahawalpur | Country: Pakistan

### 1. Inventory Management:

- Monitoring and managing stock levels.
- Conducting regular inventory audits.
- Ensuring accurate record-keeping and data entry.

### 2. Staff Supervision:

- Hiring, training, and supervising warehouse staff.
- Scheduling shifts and assigning tasks.
- Ensuring a safe and productive work environment.

### 3. Operational Efficiency:

- Optimizing warehouse layout for efficient storage and retrieval.
- Implementing and improving warehouse processes and procedures.
- Utilizing warehouse management systems (WMS).

### 4. Safety and Compliance:

- Ensuring compliance with health and safety regulations.
- Conducting regular safety inspections and training.
- Maintaining cleanliness and organization in the warehouse.

### 5. Shipping and Receiving:

- Overseeing the receiving, storage, and distribution of products.
- Coordinating with suppliers and carriers for timely deliveries.
- Handling discrepancies and damaged goods.

### 6. Budgeting and Cost Control:

- Managing warehouse budget and expenditures.
- Identifying and implementing cost-saving measures.
- Negotiating with suppliers and vendors for better rates.

### 7. Performance Monitoring:

- Generating reports on warehouse performance.



- Addressing issues and implementing corrective actions.

#### 8. Customer Service:

- Ensuring timely and accurate order fulfillment.
- Resolving customer complaints and issues.
- Maintaining high levels of customer satisfaction.

#### 9. Technology and Automation:

- Implementing and managing warehouse automation systems.
- Staying updated on industry trends and technology advancements.
- Integrating new technologies to improve efficiency.

#### 10. Strategic Planning:

- Developing and implementing long-term warehouse strategies.
- Forecasting future storage needs and planning accordingly.
- Collaborating with other departments to align warehouse operations with company goals.

## EDUCATION AND TRAINING

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### Matric

*Sardar Kaurey Khan Public School Muzaffargarh, Pakistan* [ 2008 – 2010 ]

City: Muzaffargarh | Country: Pakistan | Level in EQF: EQF level 4

### Diploma Computer Science

*Jinnah College Bahawalpur, Pakistan* [ 2011 – 2013 ]

City: Bahawalpur | Country: Pakistan | Level in EQF: EQF level 5

## LANGUAGE SKILLS

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**Mother tongue(s):** Urdu

**Other language(s):**

### English

**LISTENING** C1 **READING** C2 **WRITING** C2

**SPOKEN PRODUCTION** C1 **SPOKEN INTERACTION** C1

### Hindi

**LISTENING** C1 **READING** C1 **WRITING** B2

**SPOKEN PRODUCTION** C1 **SPOKEN INTERACTION** C1

*Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user*

## DIGITAL SKILLS

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Social Media including Facebook , WhatsApp and Twitter / Video Conferencing (Zoom, Teams, Skype, Webex) - Advanced / Team-work oriented / Organizational and planning skills / Good Communication and Writing Skills / Microsoft Office package: Microsoft Word, Excel, PowerPoint, Access / Browsing the Internet (experienced) / Social Media / Good listener and communicator / Working knowledge of SEO optimization