



Proactive, customer-orientated retail professional with over 4 years of experience in reputable shops. Received 3 ‘Passion Awards’ for delivering outstanding service and have consistently surpassed my target KPIs for mystery shoppers.

samraja14@outlook.com

Doha Qatar

77197378

Jun 18, 1990

### SKILLS

- Customer Relationship Management
- Sales Strategy
- Employees training
- Vendor negotiation

### LANGUAGES

- English | Native
- Urdu | Native
- Arabic | Advanced

## SALES ,HOSPITALITY

# Raja Samar manaf



### EXPERIENCE

- Sep 2024  
Present

**DRIVER STAFF PICKUP DROP OFF**  
**Atyab Al Marshoud. Doha Qatar**
  - Developed and maintained strong relationships with clients to drive sales growth.
  - Participated in trade shows, events, and product demonstrations to showcase products and drive sales.
  - Provided exceptional customer service to handle inquiries, issues, and complaints in a timely manner.
  - Maintained accurate records of all deliveries and pickups.
  - Provided excellent customer service during interactions with clients.
  - Handled cash transactions and receipts for payments at pickups and drop-offs.
  - Performed routine vehicle maintenance and inspections to ensure optimal performance.
  - Communicated effectively with dispatchers to coordinate pickup and drop-off schedules.
  - Operated a variety of vehicles for transport and delivery of goods.
- Sep 2019  
Aug 2024

**RESTURANT MANAGER**  
**Karak mqanes. Doha Qatar**
  - Managed team of servers and host/hostesses in a fast-paced restaurant environment.
  - Developed and implemented marketing strategies to increase sales and customer retention.
  - Managed a team of servers, hosts, and bartenders in a busy restaurant setting.
  - Developed and maintained relationships with suppliers and vendors to ensure quality products and timely deliveries.
  - Created and executed marketing strategies to increase business and attract new customers.
  - Hired, trained and mentored staff to provide excellent customer service.
  - Handled customer inquiries, complaints, and feedback in a professional and timely manner.
  - Responsible for inventory management, ordering supplies, and maintaining proper stock levels.
  - Collaborated with chefs and kitchen staff to ensure smooth operations and high-quality food service.
  - Implemented new procedures to improve efficiency and customer satisfaction.
- Aug 2014  
Oct 2018

**SALESMAN**  
**Towell mattress and furniture industry Dubai UAE**
  - Managed client relationships and achieved sales targets through effective communication and negotiation skills.
  - Proficient in building strong client relationships and identifying opportunities for growth.
  - Managed a portfolio of accounts and consistently achieved revenue goals.
  - Strong negotiation skills and a proven ability to handle objections effectively.
  - 2 years of experience in retail sales with a focus on customer service and upselling.
  - Extensive experience in presenting products and services to potential clients.
- May 2012  
Mar 2014

**ASSISTANT ADMIN /ACCOUNTANT**  
**The learner school Bhimber Azad Kashmir Pakistan**
  - Managed daily administrative tasks and correspondence for a fast-paced office environment.
  - Managed accounts payable and receivable processes for a growing company.
  - Performed bank reconciliations and resolved discrepancies in a timely manner.
  - Processed payroll for employees in compliance with state and federal regulations.
  - Collaborated with external auditors during annual audits to ensure accuracy of financial statements.
  - Supported senior management with ad hoc financial analysis and reporting.
  - Utilized accounting software to track expenses and generate financial statements.
- Jul 2011  
Feb 2012

**CUSTOMER SERVICE AGENT**  
**VIP dining . Mirpur Azad Kashmir Pakistan**
  - Managed high-volume inbound calls and resolved customer inquiries efficiently.
  - Handled high volume of customer inquiries via phone, email, and live chat.
  - Resolved customer complaints and conflicts in a professional and timely manner.
  - Provided product knowledge and assistance to customers to enhance their shopping experience.
  - Maintained accurate records of customer interactions and transactions.
  - Collaborated with cross-functional teams to improve overall customer satisfaction.
  - Identified and implemented process improvements to streamline customer service operations.

### EDUCATION

- Apr 2008  
Mar 2011

**BACHELOR IN COMMERCE**  
**AJK University. Bhimber Azad Kashmir**
- Apr 2006  
Mar 2008

**ICS**  
**Institute of education . Bhimber Azad Kashmir**
- Apr 2004  
Mar 2006

**MATRICULATION**  
**F.G Public school . Mangla cantt**

### ACHIEVEMENTS

- Employee of the month (December 2018)Towell Mattress and furniture industry UAE
- Best manager of the year award ( 2022)Karak mqanes Doha Qatar

### CERTIFICATIONS & COURSES

- Diploma in IT
- Office Administration management
- Diploma in Auto cad

### LICENSE

- Qatar driving license
- Valid 05/03/2028