



SALES ,HOSPITALITY

Raja Samar manaf



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

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