

HAROON IQBAL KHAN

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Pakistan



SUMMARY

Results-oriented professional with a strong background in retail management and customer service. Demonstrated ability to drive sales, build customer relationships, and lead teams to achieve targets. Possessing a solid foundation in operations and administration, I excel in creating efficient processes and optimizing performance. Proven ability to adapt to new challenges and acquire new skills, as evidenced by recent completion of a CCTV Diploma.

EDUCATION

B.Com

- [Iqra University]

Intermediate

- Private Institution

Matriculation

- Boys Secondary School

SKILLS

- Customer Service
- Operations
- Communication
- POS Systems
- Time Management
- Adaptability
- Technology
- Financial Management
- Problem-solving
- Decision-making
- Leadership
- MS Office Suite
- Customer Relationship Management (CRM)

CERTIFICATIONS

- C.C.T.V Diploma 06 Month's
March 2024 Continue

PROFESSIONAL EXPERIENCE

Alternative Sales Executive - E-commerce

Sonraj Pvt.Ltd Dolmen Mall Clifton, Karachi | May 2023 - Present

- Consistently exceeded sales targets by an average of 25% through strategic product promotions and targeted marketing campaigns.
- Successfully managed 5 online sales channels, optimizing product visibility and conversion rates.
- Provided exceptional customer service, resolving approximately 150 inquiries and issues promptly.

Outlet Manager (Sales & Customer Dealing)

Digital Store (Zamzama Branch) | December 2021 – July 2023

- Successfully managed and optimized sales operations, resulting in increased sales by 25%
- Implemented effective customer relationship management strategies to enhance customer satisfaction and loyalty.
- Led and motivated sales team to achieve targets and exceed performance expectations.

Assistant Manager, Administration & Operations

Auto Roll Bar Company | June 2016 – June 2019

- Streamlined administrative processes, improving efficiency and reducing operational costs by 30%.
- Successfully managed and coordinated various operational functions, ensuring smooth business operations.
- Implemented new systems and procedures to enhance overall organizational performance.

IT Sales Assistant Manager

Aqua Bridge IT Consultancy SDN.BHD (Malaysia Kuala Lumpur (Plaza Lowy at) | February 2010 – April 2018

- Achieved consistent sales targets and exceeded quotas through effective sales strategies and customer relationship building.
- Provided expert IT solutions and consultations to clients, resulting in increased customer satisfaction and retention.
- Collaborated with cross-functional teams to drive sales growth and market expansion.

Assistant Manager Representative

Levi's Strauss Store | September 2007 – December 2010

- Successfully represented the Levi's brand, building strong customer relationships and driving sales growth.
- Managed store operations efficiently, ensuring optimal customer experience and maintaining inventory levels.
- Led and developed a high-performing sales team, exceeding sales targets and achieving key performance indicators.