







Faiq Ali

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About me

Dedicated and detail-oriented candidate with 7 years of experience. Eager to develop a team to exceed customer satisfaction and sales goals by maintaining, completing, organizing, and monitoring the performance of the workers. Ready to tackle new challenges and work to improve performance with time. Proficient in overseeing operations and achieving set goals, understanding marketplace needs and strategies to drive sales, and ensure proper merchandise presentation.

Work Experience

Branch Supervisor

Oct 2022 to Oct 2023



Jalal Sons Supermarket, Lahore Pakistan

- Supervise, train, and assist the employee in customer service, store maintenance, and product promotion.
- Organize and maintain the Schedule of the employees and promotions centered on Holidays and other cycles.
- Implement cross-training of employees and assistant managers to maintain productivity all the time.
- Ensure the store remains clean and presentable all the time.
- Manage all the Controllable costs with the view to maintaining profitability.
- Seek ways to promote better the store, product line, and service within the store.
- Responsible for managing inventory, which involves keeping track of products, monitoring stock levels, and placing orders for new merchandise.
- Developing and implementing strategies to achieve the organization's business objectives. This involves analyzing market trends, identifying opportunities for growth, and creating plans to improve sales and profitability.

Branch Manager

Oct 2021 to Oct 2022



Chashni Project of Yums group, Lahore Pakistan

- Oversee the day-to-day operations of the branch and ensure that all activities are conducted in accordance with company policies and procedures.
- Hire, train, and supervise staff members, make sure that they are meeting performance targets, also create a positive work environment
- Responsible for developing and implementing strategies to achieve the branch's goals and objectives, such as increasing revenue, improving customer satisfaction, and expanding the customer base.
- Corroborate that the branch meets its financial targets, such as revenue, profit, and expense management. Recording and reconciling Petty cash expense on excel on daily basis and preparing cash Forecast.
- Regularly reports to senior management on the branch's performance, including financial and operational metrics.
- Identify and resolve issues that arise in the branch, such as customer complaints, staff conflicts, and operational problems.

Branch Manager

Oct 2019 to Sept 2021



Bakely, Lahore Pakistan

- Ensure coordination between sales, marketing, accounts, and administrative departments.
- Implement measures to avoid store damage, theft, and wastage.

- Covered shifts for absent employees wrote correspondence performed associate duties as required.
- Keep records of expenditures, sales figures, and employee performance communicate, and maintain team member safety and security standards.
- Maintain an overall management style that follows company best practice.
- Maintain, manage, and monitor all customer-related operational issues . Develop and execute branch sales strategies to maximize revenues.

Branch Manager

Jan 2017 to July 2019



Freshly live Kitchen Project of Metro Cash & Carry, Lahore Pakistan

- Managing the branch's operations, including sales, customer service, and administrative tasks.
- Develop strategies and implement them to achieve business goals, improve customer satisfaction, and increase revenue.
- Analyzing financial reports, including income statements, balance sheets, and cash flow statements, to identify trends and recommend improving profitability. Handle, Maintain and Recording all Vendors Payments/Purchases in Tally and Reconciling Periodically.
- Monitor budgets for the branch to ensure that expenses are kept under control and revenue targets are met.

Assistant Chef/Assistant Manager

Jan 2016 to Dec 2016

Pizza Originale Restaurant (Italian Pizza) Project by Freshly, Lahore Pakistan

- Ensuring company policies are followed and Optimizing profits by controlling costs.
- Hiring, training, and developing new employees.
- Resolving customer issues to their overall satisfaction
- Maintaining an overall management style that follows company best practices.
- Providing leadership and direction to all employees
- Ensuring product quality and availability.



Education History

Bachelor in Commerce

Institution: University Of Punjab

- Major: B.Com
- Year of Graduation: 2022



Intermediate in Commerce

Institution: Government Shalimar College

- Major: I. Com
- Year of Completion: 2019



Matriculation

Institution: New Lahore Cantt Public High School

- Major: Science
- Year of Completion: 2017

Personal Information

Nationality Pakistani
DOB 18 Oct 2000
Joining Immediate joining

Hobbies

- Watching movies
- Listening songs
- Touring

Relevant Skills

- Time Management
- Problem-Solving
- Communication Skills
- Active Listening
- Customer Service
- Performance Management
- Sales Analysis
- Sales Management
- Online Research Enthusiast
- Good Command of Microsoft AX Dynamics
- Strong Command of MS Word and MS Excel
- Leadership Ability

Languages

- English
- Urdu
- Hindi
- Punjab

Reference

Will be furnished on demand