



Jawad Abbas

CONTACT

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LANGUAGES

English
Urdu
Hindi
Arabic
Pashto

SKILLS

Project Management
Operations Management
Operations Research
Microsoft office
DBMS
Simulation
Designing
CAD/CAM
Interpersonal Skills

PERSONAL DETAILS

Date of Birth: 02/03/1990
Marital Status: Married
Nationality: Pakistan
Visa status: Visit visa

WORK EXPERIENCE

Cashier & Customer Service Representative

Sharjah Co-operative Society.

Sharjah, UAE.

(Jun 2019 – Oct 2021)

Responsibilities

- Serves customers by providing product and service information and resolving product and service problems.
- Work with store supervisor to train new associates through face-to-face presentation and workshops.
- Setup a procedure for a new sales associate to adopt the business layout to achieve the organization goals.
- Opens customer accounts by recording account information
- Handle customer complaints and provide alternatives and/or solutions to ensure resolution of complaints.
- Use ERP system to maintain customer records and orders
- Handling customer queries over telephone

Attendant Operation

Pehur Hydro Power Complex.

Swabi, Pakistan.

(Apr 2018 – Mar 2019)

Responsibilities

- Auditing and presenting monthly and weekly progress writing reports in the form of Microsoft word and excel sheets.
- Ensuring all hydro power complex transactions are processed efficiently.
- Compiling summaries of earnings, taxes, deductions, leave, disability, and non-taxable wages and reporting on this.
- Troubleshoot problems that arise with office equipment.
- Perform basic bookkeeping and banking transactions, including the collection, counting, and disbursement of money.

Sales Associate

Faysal Bank.

Swabi, Pakistan.

(Mar 2017 – Feb 2018)

Responsibilities

- Achieving monthly sales target.
- Maintaining sales reports on daily and monthly basis.
- Face to face meeting with customers.
- Following up with customers via phone, email and meetings.
- Getting new business from market

EDUCATION

B.SC Industrial Engineering from University of Engineering & Technology.
Peshawar (Pakistan).

(Jun 2011 – Apr 2017)

REFERENCE

Will be available on demand.