

RAHMAT KARIM

Lamcy Plaza, Oud Mehta
Dubai UAE

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Career Objective:

"Seeking a customer service position with a reputed company or organization to use my excellent customer service experience and people-oriented skills to enhance customer loyalty and deepen client relationships".

Work Experience:

Village Super Market Ltd, Dar Es Salaam, Tanzania Customer Service Manager
September 2016- June 2018



Responsibilities:

- Analyze overall day-to-day store operation
- Manage the daily cash sales in (Millions) and deposit in the bank on daily basis.
- Monitoring inventory of the store and order
- Follow up on the General credit sale and Bank deposit.
- Follow up on the disputed credit card sales with the concerned bank
- Generate GRNs (Goods received Notes.) and purchase orders on daily basis.
- Monitor staff performance and plan for training for professional growth.
- Prepare (Sales, damage, & expiry) reports on a daily, weekly, and monthly basis.
- Assist HR team in Hiring Staff.
- Conduct product promotions with promoters of different Fast-moving products.
- Prepare vacation plans & roaster for the entire staff at the store.
- Monitor Cost control & safety of store and equipment.

Village Super Market Ltd, Dar Es Salaam, Tanzania Assistant Customer Service Manager
January 2014- September 2016



Responsibilities:

- Increase daily sales, by merchandising and conducting sales promotions at the store.
- Recognize customers satisfaction information including surveys and ratings
- Attract customers through various marketing and business promotion tools

- Cash, credit card & foreign Exchange handling, and bank deposits.
- Utilize sales and walk-in customers' data to recognize customers' preferences.
- Contributes to team effort by accomplishing related results as needed
- Conduct training for staff, reviewing& revising orientation of products and materials

Le-Meridien Hotel-Dubai, UAE (Star Wood Group) Guest Relations Officer
December 2008- November 2013



Responsibilities:

- Check-in & check out of all guests including Head of States, diplomats, VIPs & CIP
- Recognize regular guests, SPG, and star guests upon arrival.
- Respond to quires and demands of the guests such as baggage loss, change in flight timings, seat information, currency exchange, and logistics
- Handle cash, credit cards, foreign currencies, and bills.
- Attend telephone calls, messages, and flight details and keep the guests updated
- Facilitate the guest in the best possible way for minimal complaints
- Generate Extra revenue by up-sale the rooms & restaurant booking.
- Book reservations; follow up on the high balance of long-staying guests.
- Recognize guest feedback about their stay.

IMARA International Dubai Airport Free Zone

Admin Assistant October 2006- November 2008

Responsibilities:

- Handle the administration-related work of the office
- Collections of cheques and get approved from signatory authorities
- Logistics management and arranging local and international meetings, shows, and seminars at Ismaili Center Dubai UAE
- Look after the maintenance of the office and office equipment
- Supervise the housekeeping staff
- Arrange the board meetings on a weekly, monthly & quarterly basis
- Receive and transfer calls and fax

Education:

Bachelor of Arts passed with Second Division - 2015

The University of Karachi

(HSSC) FA (General Science)

Federal Board of Intermediate and Secondary Education, Islamabad (1994-1996)

(SSC) Matriculation Humanities

Federal Board of Intermediate and Secondary Education, Islamabad (1992-1994)

Passport and Visa status:

Passport no: AK4957193
Date of Expiry: September 28, 2027
Visa Status: Visit Visa
Date of Birth: 15-12-1978

Computer Skills:

- MS office 2007 and internet applications
- Fidelio & Opera (Hotel Soft wares)
- My COM & Navision (Retail Business Soft wares)

Training:

- Refresher Courses Personal behavior, Sales and Marketing, Business reporting
- 03 months of training on customer service, crisis management, business development, complaint handling, and brand standards; arranged by Star Wood Hotels (EAME)
- 01-month training on English language enhancement from AKES, P
- 03 Months Arabic Language Course from Zabeel Institute Dubai, UAE

Languages:

Urdu, English (Written & Spoken) Fluently
Arabic & Swahili (only speak)