



# Ahsan Sarfaraz Bhatti

Customer support / Retail Assistant

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## Languages

- Punjabi
- English
- Urdu
- Hindi

## About

With three years of managerial retail experience, I excel in customer service, inventory management, and visual merchandising. Passionate about enhancing shopping experiences, I've led high-volume environments to meet targets and improve customer satisfaction. Fluent in basic Punjabi, Urdu, English, and Hindi, adept at engaging with a diverse clientele.

### BRANDS WORKED WITH

- Breakout
- Outfitters
- Rawalpindi

## Experience



### Customer Support

Outfitters | Nov 2022 - Dec 2023

- Skillfully administering the digital ordering and reservation system, ensuring the meticulous handling of all customer requests.
- Attentively supervising sales transactions and guaranteeing the smooth processing of payments in a vibrant, high-volume fashion retail environment.
- Orchestrating the acquisition of new stock from the warehouse to the storefront, while also facilitating swift and reliable deliveries for our esteemed clientele.
- Demonstrated excellent customer service skills while serving customers in a high-volume retail environment.



### Retail Store Team Lead

Breakout | Mar 2021 - Sep 2022

- Led, motivated, and coordinated a team of 15 retail assistants to achieve the target. Reviewed and tracked the progress of individual team members through performance reviews, proactively exploring career growth opportunities that drive sales and boost morale. Upheld store standards about merchandising, customer service, and promotional activities.
- Promoted to Store Manager by consistently meeting targets.
  - Hired, trained, and coordinated new staff members.
  - Decreased overhead costs by initiating new processes to review, track, and manage stock.
  - Awarded 'Store of the Year' in 2021 and 2022.

### Retail Assistant

Rawalpindi | Mar 2020 - Jan 2021

- Assisted customers in person and via email to resolve purchase queries while adhering to company processes. Drove customer retention through proactive selling, inventory management, and customer service. Attended team meetings to review new product launches, ensuring enjoyable shopping experiences.
- Promoted to Team Lead within two years due to consistently demonstrating success in achieving targets, driving process improvement, and initiating team-building events.

## Education & Training

- 2016 - 2021 ● Capital University of Science and Technology  
Bachelor of Science,