

ADNAN ALI

A003 SANA HAVEN MACHS KARACHI | 0332 3251586 | adnanali06pk@gmail.com

An experienced manager with extensive experience in customer services, sales learning and development, and account management seeking opportunities that leverages his skills and experience.

Achievements

- Resolved Customer Queries by monitoring escalated issues and communication with the appropriate personnel.
- Provided both presales and post-sales support including face to face, telephone and email support to clients
- Responsible for the continuous development of customer service quality through the appropriate training and development of staff.
- Completed all relevant administrative tasks relating to role including the production of reports and completion of documents as well as updating CRM software
- Increased department turnover from £0.5m to £1.3m
- Improved Smart plan business finance applications from 41 to 192.
- Reduced customer service issues from 44 to 0 by proactively identifying solutions and resolving with customers.
- Identified and maximized sales opportunities through analysis and interpretations of yearly sales
- Worked in different environments and stores, turnover ranging between £7.5m to £22m, managing up to one hundred and twenty staff, from central London location to the outskirts of London with a different range of client base from multinational corporations to start-up businesses
- Improved the performance of the worst performing store in the region with a 3.5 contribution to 7.9 in the first year 2005/2006 to the existing 9.2 for the financial year 2006/2007. Kept the performance of the Business Centre to appreciable levels during extensive rebuilding process including complete changes in business centre personnel as well as domestic sales management and staff.
- Coached store management, sectional coordinators, staff about staffing tool software and CIP procedures of the North and London City regions covering up to 20 stores
- Coached and developed teams in different organizations; CIP, CSSM, Staffing Tools, in Marks & Spencer's, Business Centre applications, in PC world

Experience

IT Verticals, Karachi (2021-2022)

Assistant Manager Customer Retention

Managed customer retention team. Responsible for training and development, initiating campaigns, supervising call quality. Recommend processes and procedures improvement to maximise reactivation of dormant accounts. Provide customer service for company's products and services.

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BP London, UK (2020)

Deputy Store Manager

Managed Bourne End site which included M&S and BP fuel operations. Duties included recruitment, training, target setting, performance management, staff grievance, understanding of pertinent legal laws, staffing, resource allocation, customer services issues, long- and short-term planning and organization.

Marks and Spencer, London, UK (2010-2020)

- Roles included Section Manager fixed term, Section Coordinator, Regional Champion for CIP and staffing tools, Accuracy and Availability Assistant
- Coordinated Cost Improvement Program and Staffing Tool activities for the region covering between sixteen to twenty stores.
- Performed productivity audits, advising store management, process management about individual and storewide issues, as well as shortfall in compliance.
- Communicated regional performance to stakeholders in charge including store management, regional and head office team

PC World, London UK (1997-2009)

- Management roles included Duty Manager, Shop Floor Manager, Customer Services Manager, and Merchandising Manager with stores turnover ranging from £7m to £20m and up to 80 staff.
- Managed a team of account managers to achieve business centre targets
- Provided pre and post sales support to clients to reduce customer complaints and targets
- Made presentations, demonstrations about PC World's products and services to business account holders including Educational Government SME establishments.
- Identified and maximized sales opportunities through analysis and interpretations of yearly sales trends

Tarmac Trackworks, London, UK (1996-1997)

Engineering Assistant

Responsibilities included engineering surveys, track installation, material testing and analysis

Symcode System, London, UK (1995-1997)

Technical Director

Developed solution in areas of High Security ID card systems, Access Control, Time & Attendance

Computal International, Dallas, USA (1993-1995)

Support Engineer

Support computer aided design and engineering departments.

Education & Misc.

- PTLLS (Preparing to teach in life long sector); Richmond College, UK (2010)
- M.Sc in Electrical Engineering; University of New Orleans, USA (1992)
- Miscellaneous: DOB 6/4/1967; Married; Interests: Travelling, cricket, badminton, football