**Saif Ali Popatiya**

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**Personal Summary**

A highly competent, self-motivated and flexible management assistant with experience of working as part of a team in a busy working environment. Well organised and Approachable, well presented and able to establish good working relationships with a range of different people.

**Skills & Areas of Competence**

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| * Customer Service * Planning & Organising * Ability to multi task and manage conflicting demands * Project management | * Data management * Stock management * Cost management * Marketing, Sales and promotions |

**Education and Qualifications**

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| B.TEC Higher National Certificate in Business Management 2014(UK) at Uxbridge College London With PASS Grade  B.TEC Higher National Diploma in Business Management 2015(UK) at Uxbridge College London With PASS Grade  BA(hons) Business Management top-up with FIRST CLASS at Sunderland university at London campus  **OTHERS**  Diploma in Computer Hardware and Networking (DHN) India.  Tally 4.0 Accounting  Microsoft Office |

**Work Experiences:-**

**Assistant Manager/Retail Sales supervisor – One stop (Tesco’s franchise)**

**Duration: March 2017- April 2021 responsibilities Include**

* Supervise and co-ordinate sales staff and cashiers
* Resolve issues that may arise, including customer requests, complaints and supply shortages
* Maintain specified inventory and order merchandise
* Prepare reports regarding sales volumes, merchandising and personnel matters
* Hire and train or arrange for the training of new sales staff and monitor and report on performance
* Ensure the visual standards and image of the store are maintained, such as store displays, signage and cleanliness
* Performing key holding and managerial duties, such as opening and closing the store, managing escalated complaints, developing and implementing marketing strategies, and signing for deliveries.
* May perform the same duties as workers supervised
* Printing and maintaining promotional SEL labels and following up email updates regarding changes in policies, promotions, community guidelines, etc.

**Sandwich artist/ Cashier/ Assistant manager at Subway**

**Duration (March 2016 - February 2017)**

**Responsibilities Include**

* Making amazing artistic sandwiches
* Customer service
* Cash registers management
* Representative of Subway
* Complaints and redressal (Customer feedback)
* Inventory management –Cost efficiency
* Deliveries database management.

**Assistant Chef and Assistant Manager at Pepe’s Piri Piri**

**Duration – 1.3 (September 2014 – September 2016)**

**Duties include:-**

* Cooking the food while working over the grill and making sure the food is catered to the customer without any delays.
* Taking phone calls for collection orders, delivery orders
* Dealing with the orders being received from JUST EAT and HUNGRY HOUSE, APPWAY and delegating the jobs to the staff.
* Making sure that the kitchen and the restaurant is clean and tidy at all times to maintain health and safety standards.
* Taking stocks for the deliveries and matching the stock being required by stock management techniques.
* To record the food temperatures when they are cooked and ready in order to avoid problems relating to food safety.
* Washing and marinating chicken deliveries.
* Packing delivery orders and communicating with drivers to avoid delays.

**Production Assistant – Dunkin Donuts (Temporary role)**

**Duration – 4 months (Nov 2014 – Feb 2015)**

* Managing production according to the demands by respected stake holders
* Powdering, icing, filling, drizzling making the donuts presentable
* Waste management and reducing wastage by controlling the production.
* Delivering the production to the chain stores by being a driver’s mate.
* Managing stock levels

**Head waiter– Taste of Lahore Rayners lane Duration – December 2013 – August 2014**

**Duties include**

* Meet and greet customers, organize tables for them.
* Ensure there are no delays in catering foods to the customers.
* Managing the subordinate waiters and their positions.
* Reserving tables for customers.
* Providing satisfactory food and mainly service
* Increasing customer satisfaction through communication and feedbacks.
* Innovate new ideas to management to increase sales and revenue through the feedbacks received.
* Taking phone calls for orders and deliveries.
* Working on registers as well as helping the smooth flow of customer service.

**Call Centre Representative- Sisodiya limited India (United States Campaigns)**

**Duration April 2013- August 2013**

**Responsibility includes**

* Taking inbound calls on VoIP (Voice on internet protocol)
* Making outbound calls to interested parties
* Handling medical campaigns
* Personal loans, mortgages, payday loans.
* Meeting monthly targets.
* Working in the night shifts.
* Maintain call centre database by archiving the essential information
* Doing additional selling by offering the dals which are desired by the customers.
* Clarifying the issues, queries of customers.

**Other / Personal Details**

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| **Interests include:** | Playing Table tennis, listening to music, Swimming, Reading books, hiking, Learning to cook different recipes and travelling and Meditation.  Psychology, Personal Development, Cognitive therapy and Reiki Practice. |