MUHAMMAD ARSALAN

***Resident Of:*** *house75, street15, sector F9, phase6 Hayatabad Peshawar*

***Phone:Mob:*** *+923358361667 Res****:****+92915863105*

***Email:*** [*marsalan87@yahoo.com*](mailto:marsalan87@yahoo.com)

**OBJECTIVE**

To live a useful social and organizational life with a continuous process of learning

**SKILLS**

I have the ability to work as an efficient team player. I have good level of communication and ability to work in pressure and multicultural environments. A part from this I have the proven record of following Skills along with Time management and Good Liaison Skills. I have adopted a creative approach to solve the technical problems in the organizations.

**EDUCATION**

***2013-2014* BPP university (England)**

*Level 7-Post Graduate Certificate (Strategic Management and leadership)*

***2011-2012* Bradford Metropolitan College (England)**

*Level 7-Post Graduate Diploma (Strategic Management and leadership) Masters HEC equivalency*

***2009-2010* CECOS University Peshawar**

*B.COM*

**2006-2008 Government Superior Science College**

*FA (Inter-science)*

**2005 Al-Imtiaz Academy Abbottabad**

*Metric (Sciences)*

# **PROFESSIONAL WORKEXPERIENCE**

**Period/Job Description Organization**

**2015-uptill ENVOY CONTINENTAL HOTEL**

***(Islamabad)***

**POSITION: ASSISTANT SALES MANAGER**

* Pays visits to former, existing and potential clients in view of entering contracts with them, especially commercial accounts.
* Determine and recommend prospecting customers by analyzing historical and other statistical information, participation in conducting customer interview and preparing customer call analysis reports.
* Defines precisely guest requirements and ensures that the guest services offered corresponds effectively to their requests.
* Solicits group, individual, banquet and other function business directly and jointly with others through the execution of the action plan.
* Provides after-sales service and in particular to ensure all guests complaints are taken seriously and discussed with the respective departments if necessary.
* Receives in the hotel any important guests whom he has approached.
* Negotiates prices with the clients.
* Confirms verbal proposals in writing.
* Ensures that all complaints are reviewed, investigated and follow-up action is initiated.
* As directed, compile and input market intelligence information.

**2014-2015 HINO PAK MOTORS LIMITED**

**(Peshawar)**

***POSITION: OPERATION MANAGER***

* Ensure that the day-to-day operations of a business run smoothly.
* Ensure project milestones are met.
* Oversee the supervision of employees.
* Ensure safety regulations are adhered met.
* Motivate employees.
* Multitask.
* Lead people.
* Work within an established team.
* Manage projects successfully till their completion.
* Manage offices.
* Draw up annual budgets and report on performance against budget

**2012-2013 My Lahore**

**(Manchester England)**

**POSITION: Asst Manager**

## Supporting manager in performing management functions such as staffing, training and expanding business plans.

## Investigated and resolved customer’s issues and complaints regarding operational matters – Handled all queries and client feedback in a professional manner.

## Communicated with the support team and implemented the organization’s operational guidelines, standards and procurement policies

## Monitored and managed operational activities andadministrative support

## Documented and prepared reports on management and information systems; presented same to manager.

**2011-2012 My Lahore**

**(Leeds-England)**

**Position: Dispatcher**

* **Supervise the production of food and ensure that nothing is being done incorrectly.**
* **Maintaining the high standard of food preparation and cleanliness also ensuring that people are not affected by food poisoning and food is always cooked properly.**
* **Ordering food and supplies to the customer**
* **Dealing with the customer queries**

**2008 – 2010 Ample the consultants**

**Deans Trade Centre**

**Block “D” 601**

**Position: Marketing executive**

* **Devising and presenting ideas and strategies**
* **Promotional activities**
* **Organizing events and product exhibitions**
* **Monitoring performance**
* **Managing campaigns on social media**

**KEY SKILLS**

* *Administrative skills*
* *Strategic Management skills*
* *Marketing strategies*
* *Procurement skills*
* *Multimedia works*
* *Graphic designing*
* *Flash*
* *Switch*
* *Photoshop*
* *Ms Office*

**INTERESTS AND ACHIEVEMENTS \_\_\_\_\_\_**

* Reading books, reading Journals, watch movies
* Organized Music Event For FVO, Non Profit Organization.
* Organized ‘Conscious Mind’ Game Show with collaboration of Wah TV, in which 12 Universities of Pakistan Participated in a Commercial TV Game Show
* Awarded with gold medal on outstanding performance from one of the famous Restaurant my Lahore in UK.

**PERSONAL INFORMATION \_\_\_\_\_\_\_\_**

Passport No: CA 1919141

Date Of Birth: 12 December 1987

Marital Status: Married

Languages: English, Urdu, Hindko, Pashto

**REFERENCES \_\_\_\_\_\_­\_\_**

Available upon request