**Afrid Munawar Volli**

London W9 3NA | +44(0)7909463070 | [afridmunawar27@gmail.com](mailto:afridmunawar27@gmail.com)

**Business Analyst**

Highly organized and self-motivated professional with business process, data gathering, customer service, and business analysis expertise. Valued for improving organizational efficiency by providing effective leadership and support to operations and client service delivery. An MBA graduate with expertise in IT, embracing innovative solutions and leveraging exceptional communication abilities to establish mutually beneficial business and customer relationships. Superior in identifying promising business opportunities to enhance profitability and overall performance.

**Technical Skills:** Microsoft Office 365, WIX, Canva, WordPress, Google Business, CrunchTime

**Professional Experience**

**Front of House Assistant, META(Facebook),** London; June 2023 – January 2024

* Proficient in providing top-tier hospitality services tailored to Facebook's needs.
* Experienced in coordinating events of all sizes for seamless guest experiences.
* Skilled in maintaining a polished appearance, adhering to brand standards.
* Knowledgeable about food safety regulations, ensuring compliance.
* Collaborated closely with team members to ensure smooth event execution.
* Thrived in fast-paced environments, adapting to changing needs with professionalism.
* Attained a Health and Safety rating of 98% in quarterly inspections.

**Assistant Manager, Caffe Nero,** London; October 2021 – May 2023

* Implemented customer service system focusing on speed, efficiency, and politeness to develop staff skills and boost confidence.
* Collaborated with staff to establish protocols for maintaining high standards, ensuring cleanliness, organization, and prompt service.
* Conducted accurate inventory counts using CrunchTime software, leading to improved management and reduced waste.
* Received recognition for achieving a new daily sales record exceeding £4000.

**Deputy General Manager, National Sports LLC,** Muscat; May 2020 – Present

* Increased brand awareness among target audiences, providing online marketing campaigns and in-store merchandising efforts to drive traffic to the business, which improved sales.
* Established strong and long-lasting relationships with key wholesale sports brands, ensuring the needs of each brand were consistently met to promote the business as a reliable provider of sporting equipment.
* Provided accurate and up-to-date records, facilitating effective decision-making to improve overall performance.
* Successfully boosted sales by 20% through strategic utilization of social media platforms, namely Instagram and Facebook.
* Implemented a Point of Sale (POS) system, resulting in a 50% increase in operational productivity.

**Marketing Research Intern, HiDubai.com,** Dubai; September 2019 – April 2020

* Created a comprehensive and accurate database of businesses in Dubai, contributing to the overall success of the HiDubai website to establish it as a trusted resource for consumers in Dubai.
* Executed collaborative relationships with companies using Hidubai, providing technical support to ensure companies could use the platform effectively and efficiently.
* Coordinated with the marketing team, driving successful marketing strategies to drive growth for the business and establish it as a leader in its industry.
* Received accolades for surpassing weekly targets by successfully converting over 200 clients.

**Education**

**Global Business MBA, Coventry University,** London; September 2022

* Graduated with Merit

**BA(Hons) Business with International Business Management,** **Liverpool John Moores University,** Dubai; June 2021

* Graduated with First Class
* Core subjects included International Business Organisations, Business Consultancy and International Business Cultures

**Higher National Diploma in Business**, **Westford University College**, Sharjah; February 2020

**Languages**

* English – Highly Proficient
* Hindi – Working Knowledge

**Core Skills**

* Business Analysis
* Sales
* Accounts Management
* Customer Relationship
* Social Media Marketing
* Business Development
* Hospitality Management

**LinkedIn**: www.linkedin.com/in/afrid27/