

DANISH MANSOOR

**OBJECTIVE**

To work in a fine environment where I can employ my skills for organizational and individual growth, in addition I am committed to teamwork, learning, and open to positive changes.

I am an experienced professional who focuses on results and relationship, my overall experience is about inventory management, managing office and people. I am a strong leader who has built a reputation for building high performance teams and effective coaching and development.

**EMPLOYMENT EXPERIENCE**

**Standard Chartered Bank (IBT)**

IT Asset Officer Mar 2022- Till Date

* Manage the delivery of IT assets to SCB employees across Pakistan.
* Coordinate dispositions of assets within portfolio along with site evaluations for portfolio assets.
* Manage the transfer of inter organizational assets. Manage the improvement of operational controls as reported on by Internal Audit.
* Manage the determination of the asset allocation according to policy and procedure of the Bank.
* Manage capturing of asset information on the inventory list (room list) of the asset holder
* Perform physical asset verification and submit reports.
* Ensure that all assets are insured and damages to assets are claimed on time and manage reposition situations.
* Develop and maintain strong relationships with other departments and stakeholders.

# SourceCom

Store In charge Feb2018- Mar 2022

* + Maintain All data/records for Inventory.
  + Coordinating the logistics of purchase orders, stock transfers, deliveries, tagging, and processing.
  + Maintain Low value Item stock and manage schedule delivery.
  + Prepare, generate, and file financial inventory reports, review reports monthly with management.
  + Maintain updated and accurate records of inventory, including transfers and cycle counts.
  + Managing vendors for repair and new purchase, etc.

# ARABIAN ENTERTAINMENT LLC, Muscat, Oman

CUSTOMER SERVICES MANAGER Dec 2013 – Dec 2017

* + Providing customer support and supervise all staff i.e. cleaning and maintenance.
  + Daily make summary of sales and expenses and all other details.
  + Arrangement of tournaments and manage all the related matters.
  + Maintain all records regarding customers and staffs.
  + Organize new games and make that attractive to customers.
  + Brief customers about Plans and also build new customers.

# EXPERT TECHNOLOGIES PVT LTD, Pakistan

CALL CENTER CUM SALES EXECUTIVE Aug 2012 – Nov 2013

* + Providing superior service via phones, e-mails and faxes as a receiver and caller
  + Using questioning and listening skills to support effective telephone communication
  + Displaying Time flexibility towards shifts as per workflow requirements
  + Managing and resolving customer complaints and providing customers with product and service information.
  + Entering new customer information and updating existing customer into system
  + Identifying and escalating priority issues and routing calls to appropriate resource
  + Following up customer calls for new orders, collections, and other queries
  + Maintaining call logs and documenting all call information according to standard operating procedures.

# FULLBRITE INTERNATIONAL AGENCIES, Pakistan

ADMIN MANAGER Mar 2004 – Nov 2013

* + Handling day-to-day administrative activities including Staff hiring, staff task, and discipline.
  + Processing of all tender and successfully implementing company policies / labor laws and taking disciplinary action.
  + Handle entire range of Administration including planning & budgeting of administration expenses & work towards minimizing operational expenses/ costs
  + Proficient in managing complete recruitment life cycle for sourcing the best talent from diverse sources and collaborating human resource requirements in consultation with different functional and operational areas
  + Designing and implementing various processes to effectively assist employee issues and facilitating inter-departmental functions.
  + Handlingthepart of pool management and co-coordinating fortheactivitiesfor needs of employees for upgrading their technical soft skills, separation, leaves, and attendance

& compensation & maintaining database

# Additional Responsibilities

* + - Acting sales and Floor Manager
    - Resolving queries & complaints
    - Arranging training sessions for sales and support staf**f**

# SEM ENGINEERS LTD, Pakistan

ASSITANT ADMIN MANAGER Mar 2002 – Feb 2004

* + Preparing Excel data base of Customers, staff and bank record
  + Assisting organization in space planning for existing & new staff and Ensuring appropriate employee communication
  + Working with the safety manager and admin to provide employee safety and to organize the administrative activities to facilitate smooth operations
  + Monitoring workload and performance and writing reports
  + Conducting appraisals of staff, assisting line managers with carrying appraisals, and preparing performance review

# EXPRESS DISTRIBUTION LTD (COLGATE), Pakistan

ASSITANT STORE INCHARGE Dec 2000 – Mar 2002

* + Managing and executing the brand strategies and to achieve monthly, quarterly, and annually targets for all stores
  + Link between store operations and sales team to ensure sales target are achieved according to the strategies
  + Developing quarterly volume plans for all stores in area through coordination with operations to achieve volume targets to manage sales growth
  + Prepare a monthly target plan to drive profitability
  + Coordinating with suppliers to maintain Supply Chain and ensuring timely stock availability.

**SKILLS**

Proficient in Ms. Word, Excel, and report writing Managing teams, office Administration and Sales

# EDUCATION

* B.COM, Bachelor of Commerce
* Intermediate

**Contact Details**

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