**MOHAMMAD IRFAN ATHAR**

Cell : +92-321-5507711,

E: mail : [irfan.athar.khan@gmail.com](mailto:irfan.athar.khan@gmail.com)

Skype : salar.khan58

CNIC : 31303-0477395-1

Passport : AD1443951

Nationality : Pakistani

Address : Main Road Chak # 111/P East, House # 2, Street # 2, Gulshan e Islam, Rahim Yar Khan Pakistan

|  |
| --- |
| Objective |

To embark on a career in Business Administration and Management, use my education and professional experience to help the Company in achieving its objectives.

|  |
| --- |
| Professional Education |

**2012**

***Masters in Business Administration*** - Human Resource Management

International Islamic University, Islamabad

|  |
| --- |
| Professional Experience |

**December 2016 - till date| Assistant Manager Operations| McDonald's – Pakistan**

*Responsibilities included:*

* To be in constant communication with regional offices of the company.
* To process payroll of employees.
* Ensure top quality service provision via consistent supervision of team members.
* Oversee complete cleanliness and tidiness of the outlet.
* Resolve quickly any complaint or issue related to food quality.
* Ensure there is adequate stock of supplies and also consistently maintain inventory.
* Manage cash registers professionally.
* Make information available to customers regarding new items and up sells.
* To ensure several operations in the company to direct new employees in their day to day activities.
* Scheduling and placing supplies orders on behalf of the company.
* To ensure that customers are well satisfied.
* To provide avenue through which customers communicate their satisfaction or lack of it to management.
* To update time sheets demonstrate protocol, and properly track supply orders.
* Supervising activities of shift Managers, Area Managers, crew members and Crew Trainers.
* To conduct meeting within and outside business.
* Providing HR guidelines to attached departments.
* Providing required HR structure to Management.
* Conducting performance appraisals, promotion and demotion cases.
* Formulating day to day reports.
* Delivering outstanding training as required.
* Conflict Management between employees.
* To Facilitate New joiners, conducting exit Interviews and appraisals.

|  |
| --- |
| April 2016 – Nov 2016 | Key Accounts Executive| Dalda Foods Pvt. Ltd| Islamabad – Pakistan |



*Responsibilities included:*

* Prepare primary and secondary sales estimates for assigned region.
* Re-distribution of company’s products store wise by USC supply network on weekly &amp; bi-weekly basis.
* Ensure merchandising and display activities are effectively implemented.
* Proper record of GRNs, PO, PV, SDN etc.
* Proper monitoring of stock covers, availability, visibility and effective presence at the time of offloading and stock lifting.
* Ensure that the trade activities are being implemented properly at all stores of USC.

|  |
| --- |
| January 2014 – March 2016 | HR Officer| Sadiq group of Companies | Rawalpindi – Pakistan |



***Responsibilities included:***

* Personnel data base management/filing/recordkeeping.
* Staff new joining, verification of documents and references checking.
* Increment, promotion, demotion, transfer etc.
* Annual increment, bonus and performance appraisal.
* Handling resignations, terminations and dismissal cases.
* Implementing HR Policies and Procedures [SOPs] adopted by the company.
* Oversight of all aspects of staff performance, performance evaluation and progressive discipline.
* Hiring new employees but with the coordination of owners and concerned departments.
* Recruiting and short listing process and after hiring giving the Orientation.
* Responsible for all training and development programs.
* Prepare full and final settlement of employees. [Compensation and Benefit settlement] and prepare all employee’s Gratuity and Provident Fund Cases.
* Report important events and violations to the HR Manager.

|  |
| --- |
| May 2013 – December 2013 | Customer Services Executive | 101 ASI-DUBAI | Centaurs Mall, Islamabad, - Pakistan |

******

***Responsibilities included:***

* Direct patrons to rides, seats, or attractions.
* Provide information about facilities, entertainment options, and rules and regulations.
* Monitor activities to ensure adherence to rules and safety procedures, and arrange for the removal of unruly patrons.
* Keep informed of shut-down and emergency evacuation procedures.
* Fasten safety devices for patrons, or provide them with directions for fastening devices.

|  |
| --- |
| Professional Trainings/Certificates |

* Shift Management Excellence Certification at McDonald’s Pakistan
* Family entertainment center redemptions & operational training – Amusement Services International LLC. (ASI), Islamabad – 20th July 2013.
* 2nd International applied Business Research Conference, Islamabad.
* 3rd International applied Business Research Conference, Islamabad.
* Project Management Essential Workshop, Capital Lodge, Islamabad.

|  |
| --- |
| Professional Skills |

* Quickly identify, define and solve developing problems.
* Cooperates participates willingly, supports team decisions, and shares useful information.
* Flexible & capable to work under high pressure. Meet specification and deadlines in a timely manner.
* Ability to priorities tasks, manage time, coordinate activities, and carry a project through to completion.
* Ability to Awareness of personally effective techniques for managing stress, Work independently, monitor own performance & self motivation.
* Ability to use effectively standard office software, such as MS Office (Word, Excel, PowerPoint)

|  |
| --- |
| References |

May be furnished upon demand.

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*