



# Hafiz Muham- mad Junaid

Meta Certified Marketing Ana-  
lyst | Google Certified Project  
Manager & Data Analyst | As-  
sistant Manager Marketing |

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## Languages

English

German

## About

With a strong foundation in customer service and business development, I excel in luxury retail settings, skilled in CRM, upselling, and inventory control. Fluent in basic English and German, I'm adept at creating memorable shopping experiences across diverse retail environments.

### BRANDS WORKED WITH

Gohar Textile Mills Pvt Ltd.

Huawei Technologies

Serena Hotel

Edenrobe

Edenrobe

## Experience

### ● Assistant Marketing Manager

Gohar Textile Mills Pvt Ltd. | Feb 2022 - Feb 2024

Super headed the new customers through referrals from existing clients and sales Professionals

Lead operational excellence of 15 locations and territories through the effective Implementation of strategic plans



### ● Customer Service Supervisor

Serena Hotel | Feb 2021 - Dec 2021

Crafted delightful interactions that leave customers smiling

• Optimized team performance through coaching, feedback, and skill development

Earned customer trust by being reliable, responsive, and honest and finding creative solutions

### ● Business Development Executive

Huawei Technologies | May 2017 - Aug 2017

### ● Warehouse and Store Manager

Edenrobe | Mar 2020 - Jan 2021

Responsible to Efficiently unload deliveries and ensure products reach their designated spots

Ensuring orders are shipped promptly and reach the right destination Handling customer returns efficiently and professionally

## Education & Training

2024 - 2025

### ● University of Essex

Masters of Business Analytics, Business Information System

2018 - 2018

### ● Harvard University

Professional course,

2017 - 2020

### ● University of the Punjab

Bachelor of Laws - LLB,

2017 - 2017

### ● National University of Singapore

Professional course,

2014 - 2018

### ● University of the Punjab

Bachelor of Science (BS),

2014 - 2018 ● Institute of Administrative Sciences, University of the Punjab, Lahore - Pakistan

Bachelor of Science - BS,