



# Shujah Haider

Assistant Manager

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## Languages

English

## About

An adaptable retail professional with experience at Blue Inc and H&M, I excel in customer service, product knowledge, inventory control and task delegation. My proficiency in English and ability to thrive in fast-paced environments make me a strong asset for any temporary retail role.

### BRANDS WORKED WITH

Blue Inc Wood Green

H&M Brent Cross

IESCO

Pepco

Power Information Technology Company

## Experience

### ● Trainee Manager

Blue Inc Wood Green | Nov 2023 - Now

- Management, Stocking, inventory customer services, being a cashier and other relevant training.
- Managing Employees making sure they are on their best behaviour, appropriately representing the company and maintain a positive attitude.
- Delegating tasks to employees.
- Scheduling employees to fit their weekly hour allotments & making payroll.
- Communicating with staff, customers, other stores, and other departments in person, over the phone & email.
- Having sufficient product knowledge and customer service skills to help customers with questions that are too advance for the rest of the whole retail team.
- Ensuring that retail site meet all quality standards and regulations.
- Controlling office paperwork and manage employee's record.
- Adhering to strict fire and health safety regulations.

### ● Retail Assistant

H&M Brent Cross | Dec 2022 - Oct 2023

- Ringing up sales transactions and taking customer payment.
- Answering customer questions and helping them find merchandise.
- Organizing the sales floor and stocking new products.
- Labeling merchandise during sales.
- Outstanding verbal communication skills which enable me to provide excellent customer satisfaction.
- Competent and confident with the hardware involved in checkouts.



### ● Assistant Manager Admin

Pepco | Oct 2019 - Nov 2022

- As a Assistant Manager I am responsible for implementing work flow procedures based on direction from the companies General Manager.
- My duties include supervising employees during day-to-day tasks providing customer support in escalating situations and managing the overall workflow of a workplace.
- I also manage and conduct all employee relation procedures disciplinary, grievance, performance management and redundancies, internal complaint committee.
- I am also responsible for Maintaining an overall management style that follows company best practices.
- Evaluated staff performance, implementing training and development programmes to maintain expectational service level.

### ● Assistant Private Secretary

Power Information Technology Company | Jan 2017 - Sep 2019

- Acting as an effective secretariat for various high level committee meetings. Taking responsibilities for ensuring that agenda items are agreed with a chair well in advance of meetings, tracking and chasing actions, and assuring papers and minutes are circulated in a timely fashion.
- Providing advice and quality assuring submission to the CEO relating to

appointments, communications, company policy and operational activities.

- Leading on preparation for meetings between the CEO and senior stakeholder including briefing the CEO where appropriate.
- I achieved the experience of working in ERP & SAP system and work on daily basis in Microsoft Word, Excel, Power Point, Outlook, Microsoft Team, Zoom, Gmail etc.



#### ● **Administrative Officer**

IESCO | Jun 2015 - Dec 2016

Oversaw administrative staff within department of mechanical engineering. Utilised MS office to prepare correspondence, agendas, and presentations. Delivered assistance in various daily operations, including multifaceted general office support and office documents / files management.

- Earned crucial accreditation for department from relevant accreditation board by delivering administrative support and managing document collection.



#### ● **CSR (Customer Services Representative)**

Honda | Jan 2011 - Jan 2014

I have achieved the experience of working as CSR (Customer Services Representative) in Pakistan leading company Atlas Honda Ltd, Proven ability to work in a fast-paced settings, multi-tasking skills, Physical ability to remain standing for long time. I also volunteer with habitat for Humanity of and a variety of children, s organization.

## **Education & Training**

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2022 - 2024 ● **BPP University**

Master of Science,

2011 - 2015 ● **University of Gujarat**

Bachelor of Economics,

● **A Plus Computer**

Diploma of Management,