

A motivated, ambitious [**1<sup>st</sup> class Business Studies graduate**] with [**5 years of management, retail and warehouse experience**]. An individual with excellent interpersonal and communications skills. I enjoy working on my own initiative, also a team-worker, with the ability to get results whilst under pressure. I seek a position within Management, Consultancy or Business-to-business sales.

## EDUCATION

De Montfort University

{September 2003-September 2006}

### BA (Hons) Business Studies (1<sup>st</sup> class)

The Business Studies Degree covers all areas of management in great depth, current and emerging theories, techniques, and practices that are essential for a position within senior management. The modules taken include economics, organizational behavior, marketing, accounting, corporate strategy, operations management, international business, information technology management, entrepreneurship, supply chain management and government policy, macro/micro environmental analysis, globalization, creative management leadership and strategic management. The dissertation centered on mergers, acquisitions and strategic alliances in the automotive industry.

	Grade		Grade
Introduction to financial accounting	(68%)	Introduction to management accounting	(81%)
Business communication	(68%)	Introduction to employment relationship	(56%)
Organisational behavior in business	(61%)	Business environment	(69%)
Quantitative methods	(43%)	Principles of marketing	(76%)
Business economic	(66%)	Entrepreneurship in business	(74%)
Business research issues and analysis	(73%)	Human resource management	(58%)
European business issues	(68%)	Contemporary business issues	(63%)
Dissertation	(70%)	Creative management and marketing	(82%)
Financial markets and services	(56%)	Strategic management	(71%)

Leicester College

{September 2002- July 2003}

### Introductory Certificate in Marketing

(Chartered Institute of Marketing)

Grade (70%)

### Introductory Certificate in Management

(Institute of Leadership and Management)

Grade (70%)

## EMPLOYMENT/EXPERIENCE

### Warehouse Operative

{August 2007-Ongoing}

*DHL Exel Supply Chain, Celtic Way, Drift South, Daventry, Northants, NN6 7GW, United Kingdom.*

- This role provided me with a [**firsthand view of just in time (JIT) strategy**] being implemented.
- The role is autonomous and employees are [**trusted**] to get on with order picking.
- Working with a diverse range of people permitted me to improve my [**interpersonal skills**].
- The experience of working in small teams has shown me many ways of [**employee motivation**].

### Sales Manager/Sales Consultant

{November 2003- August 2007}

*AG & AS Grocers, 1-3 Ayston Road, Leicester, LE3 2GA, United Kingdom.*

- Managed shifts for employees, maintained accounting records, which improved my attention to detail.
- Coordinated, monitored stock and sales figures on a daily basis by [**liaising and negotiating with suppliers**] to reduce the cost of purchase, increasing my organisational skills.
- Worked as part of a team that aided me to build on my skills set in terms of [**responsibility and communication**], which I believe is of most importance.
- Front-line customer roles have taught me to [**find solutions to customer's problems**] in a clam and

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- Developed an awareness of **[customer relationship management]** and increased my problem solving skills.

**Telemarketing Supervisor/ Telemarketing Executive {February 2002- December 2003}**

*Next Directory, Gedding Road, Leicester, LE5 5DW, United Kingdom.*

- **[Top Telemarketer]** for three months and was awarded promotion to supervisory level.
- Researched and formulated a **[strategy recommendation]** of sending free Next directories to affluent customers that has proved to be a success and continues to be used.
- Succeeded in giving instructions to subordinates, **[managing and motivating]** a team of sixteen telemarketers effectively, to meet targets whilst continuously reporting to management.
- **[Leading the team by example]** through commitment, the ambition to learn and good time management.
- Organised record keeping, **[training and appraisal of sixteen employees]**.
- The position called for **[rapid problem solving of customer queries]** and employee issues such as administering discipline and penalties according to the company code of practice.

**Warehouse Operative/Order Picker/Laborer {March 2000-February 2002}**

*The Best Connection, 36, Charles St, Leicester, Leicestershire, LE1 1FB.*

- General stock management enhanced my **[accuracy skills]**.
- Working under a number of managers provided **[essential experience in management style]**, making clear which people management techniques are successful.

**OTHER SKILLS**

- Competent at using Microsoft office including word, excel, access and power point.
  - Proficient Internet researcher.
  - Very efficient at organizing priorities to meet deadlines.

**LANGUAGES**

- Urdu
- Hindi
- Kachi
- Punjabi