

MUHAMMAD BILAL ZAFAR

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OBJECTIVE

To work in a professional environment that encourages growth and success, where I can utilize my sales, operations, and leadership skills to contribute effectively to organizational goals.

EXPERIENCE

July 2025 -
Present

Belgian Jewels

Sales Manager

Led and motivated the sales team to achieve company sales targets.
Maintained accurate inventory records using manual and digital tracking.
Managed inventory data, ensuring optimal stock levels and zero shortages.
Updated daily sales, stock, and return data to ensure correct reporting.
Used data insights to improve profit margins and reduce dead stock.
Built and maintained strong customer relationships.
Developed strategies to expand market reach and increase revenue.

August
2024 - June
2025

Gulabzai (Kaka Home Bosch Appliances)

Branch Manager

Developed and implemented sales strategies to maximize revenue.
Oversaw daily showroom operations including inventory management and customer service.
Reviewed daily sales reports and compared them with targets.
Maintained accurate financial and employee records.
Monitored store performance metrics such as sales targets, profit margins, and operational costs.
Maintained accurate records of stock inward, outward, and damaged items.

November
2021 -
August
2024

Online Working

Manager

Managed online business operations across Facebook, Instagram, WhatsApp, and Daraz.pk.
Handled customer inquiries, order processing, and online sales growth.

September
2019 - June
2020

Esthetic Sense Dermalogica (Healthcare INT)(Karachi)

Assistant Operation Manager

Developed operational procedures to ensure smooth workflow.
Maintained financial and operational records.
Created and updated process documentation and workflow data.
Coordinated inter-department data for smooth operational reporting.
Coordinated with different departments to support operations management.

June 2018 -
August
2019

Ideas by Gul Ahmed (Karachi)

Floor Manager

Maintained a safe, clean and organized floor environment.
Assigned tasks to team members in accordance with their skillset.
Monitored inventory levels, restocked shelves as needed, and reported any discrepancies to management.

Feb 2017 -
May 2018

WalkEaze (Karachi)

Branch Manager

Developed and implemented strategies to maximize sales productivity, profitability, and customer satisfaction.
Oversaw daily operations of outlet, including inventory management, staff scheduling, and customer service.
Monitored store performance metrics such as sales goals, profit margins, return rates and operational costs.

May 2015 -
Jan 2017

Samsung (Islamabad)

Outlet Manager

Developed sales strategies to increase outlet performance.
Analyzed financial data to identify improvement opportunities.
Ensured a clean and professional working environment.

March 2014
- Jan 2015

Tee Emm Mart (Karachi)

Cashier

Operated POS systems and handled cash transactions accurately.
Balanced daily cash drawers and processed payments.
Assisted customers with product and service inquiries.

EDUCATION

2027

Virtual University

BBA (Bachelor of Business and Administration)

2016

PECHS Boys govt degree college Karachi

Intermediate

2014

White House English school Karachi

Matric

SKILLS

- Sales
- Team Leader
- Sales Target
- Operation Management
- Employee Supervision
- Client Relationship Management
- Sales Training
- Customer Relations
- Team Training and Development
- Inventory Management
- Stock Management
- Complaint Resolution
- Point of Sale Systems
- Process Improvement

INTERESTS

- Cricket
- Traveling
- Reading