

Nawaz Akhter

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Morang, Nepal

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DOE: 17 JAN 2026

Adept at driving operational excellence with 16+ years of experience, I significantly streamlined processes, enhancing team performance and reducing waste. My expertise in sales management and ability to foster a collaborative culture have consistently elevated customer satisfaction and team productivity. Skilled in staff development and operational planning, I excel in transforming challenges into tangible results.

Professional Summary

- Lead regular meetings with team leaders and frontline staffs to convey important operational information and new targets.
- Evaluated performance continuously to identify areas in need of improvement and implement strategies to keep team on-track.
- Collaborated with department personnel to coordinate multifaceted solutions to emerging problems.
- Improved department operations by capturing numerous opportunities to streamline processes to reduce waste.
- Enforced organizational rules and incorporated policy changes into departments' day-to-day activities.
- Cultivated collaborative, performance-oriented culture to keep team motivated and enthusiastic about achieving shared goals.
- Provide positive first impressions to welcome existing, new and potential customers.
- Solver customer challenges by offering relevant products and services.
- Accurately processed POS transactions, returning coin, currency, payment cards, and receipts to customers.
- Organized racks and selves to maintain store visual appeal, engage customers and promote specific merchandise.
- Answered customers questions about sizing, accessories and merchandise care.
- Engaged with customers to effectively build rapport and lasting relationships.
- Maintain calm environment and professionally managed issues in busy, high-stress situations.

Skills

- Employee Hiring
- Assignment Delegation
- Human Resources
- Training Coordination
- Staff Development
- Operational planning
- Payroll Administration
- Sales management

Work History

GROCERY DEPT. HEAD

Tamimi Markets, Dammam, Saudi Arabia

July 2012 – July 2016

RETAIL STAFF

Splash, Doha, Qatar

January 2011 – February 2012

SALES ASSOCIATE

M.H. Alshaya Co. W.L.L, Dubai, U.A.E

July 2009 – August 2010

SALES ASSOCIATE

M.H. Alshaya Co. W.L.L, Kuwait

July 2007 – February 2009

SALESMAN

Al-Rahden Cleaner, Riyadh, Saudi Arabia

July 1999 – January 2007

Education

High School Diploma

High school Manihari at Katihar, India

August 1994

Certifications

Diploma in Computer Application

Pacific Electronics & Computers, Kathmandu Nepal

May 1999

Fundamentals of Computer

Pacific Electronics & Computers, Kathmandu Nepal

December 1998

English Spoken Course

Eton Language Institute, Kathmandu Nepal

July 1998

Hobbies

- Reading books and Articles
- Customer Interaction and Engagement
- Playing Cricket

Languages

Level

- | | |
|-----------|---------|
| • English | Advance |
| • Arabic | Fluent |
| • Urdu | Fluent |
| • Nepali | Fluent |
| • Hindi | Fluent |