

FAIZAN

FLOOR MANAGER & RETAIL
OPERATIONS EXPERT

0305-853948 

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Rawalpindi, Pakistan 

ABOUT ME

Experienced retail professional with progressive roles in sales and floor management, skilled in customer service, inventory control, and team leadership. Currently working as a Floor Manager with over 8 years of experience in retail environments in Rawalpindi, Pakistan.

EDUCATION

2019-2021 **ICS (HSSC)**

Aspire Group of Colleges

2016 - 2018 **Matric (Science)**

Mipur Model High School

EXPERIENCE

Mar 2023 – Jun 2023

Floor Manager

ECS, Rawalpindi, Pakistan

- Managed daily floor operations, led the sales team, and ensured excellent customer service standards across the store.
- Oversaw inventory control, stock handling, and department visual merchandising to maintain a well-organized retail environment.

Jun 2023 – Dec 2025

Sr. Sales Executive

Ethnic by Outfitters

- Handled customer complaints professionally and maintained high satisfaction levels on the sales floor.
- Assisted in stock receiving, department display handling, and cash management operations.

Sep 2019 – Feb 2023

Senior Sales Executive

Sapphire Retail SRL,
Rawalpindi

- Drove sales performance and supported floor leadership activities across daily retail operations.
- Coordinated with management on VM handling and inventory tracking to ensure smooth store functioning.

SKILLS

- Floor Leading
- Customer Complaints Handling
- Inventory Handling
- Cash Handling
- Stock Receive & Out Handling
- Department Display Handling
- Shop VM Handling
- MS Word
- Basic Excel