



AHTESHAM TANVEER

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Operations / Sales & Business Development Executive

A cross-functional leader with exceptional communication and people skills/ Innovative thought Leader with proven experience providing vision and leadership for creating and executing technology strategies aligned with business requirements and priorities. Trusted technology and business advisor known for addressing challenges by identifying solutions and collaborating to implement those solutions. Proven track record of aligning strategy with sales and operational initiatives, vision, mission, and goals. Committed to the highest standard of professional excellence.

AREAS OF EXPERTISE

- Operations
- HR Management
- New Business Development
- IT Management
- Customer Relations
- Training and Development
- Sales Management
- Inventory Management
- Team Building & Leadership

“Ahtesham has an amazing combination of technical and people skills. He is extremely capable and has an exceptional business acumen. He really knows how to bring out the best in others.”

Faisal Siddique, RSM-HF, FBL

SELECTED CAREER HIGHLIGHTS

- ✓ **Employee Of the Month, Got** this award right in 2 month after joining this company. Now I am having portfolio of 100 Million Rupees.
- ✓ **Best Coordination b/w Sales & Credit Department** effectively proceed home finance cases during “**Mera Pakistan Mera Ghar**” Government Subsidy Scheme”
- ✓ **Successfully Opened new Store/ Branch** Opened and run new branch of local fast-food chain in such a way that branch archive its target.
- ✓ **Food Safety Audits** highest passing ratio of Food Safety Audits in multinational brand.

PROFESSIONAL EXPERIENCE

AGENCY21 INTERNATIONAL (IMARAT GROUP) | ISLAMABAD, PAKISTAN

January 2023 – May 2024

Assistant Manager – Sales Department Agency21 International

- Manage team of 7 people.
- Focus on Team’s daily KPIs.
- Budget Planning of clients.
- Provide Guidance to clients regarding their investment needs.
- Explore market to get best market analysis.
- Team management.
- Training of new hired team members
- Discover desire of clients to give them best advice for their investment.
- Getting complete knowledge about company’s projects.
- Build relationship with existing and new clients by taking regular follow ups.
- Align meetings with new clients
- Take clients for Projects Visit.

Processing Officer – Home Finance Department

- Review & re-engineer processes to ensure turnaround time / minimize fraudulent activities.
- To ensure smooth processing of home finance cases at credit end by having regular meetings with credit department.
- To ensure “Know Your Customer” Policy is followed by sales.
- Provide suggestions to management to improve SOP.
- To Manage Maintain processing related MIS.
- To provide feedback to sales to ensure hassle free processing.
- To process home finance cases within the agreed TAT set by management as per business / portfolio caps.
- To Coordinate with other relevant departments to effectively archive organizational goals.
- To handle all legal affairs of processed cases by coordinating with Credit Administration Department (CAD).

BROADWAY PIZZA | ISLAMABAD, PAKISTAN

2020-2021

Restaurant General Manager (RGM)

Prepared restaurant business plan by reviewing demands, analyzing competitors, and developing projections for sales and finances. Set schedules for staff by planning and designating shifts and hours Maintained high standards of food quality by reviewing shipments, overseeing preparation and monitoring food safety Reviewed pricing and ordered food ingredients, kitchen appliances and supplies

- Analyzed variances and implemented correction to minimize/ maintain variances in standard limits and to increase profitability.
- Set and enforced performance and service standards to keep consistent, high-quality environment devoted to customer satisfaction.
- Coordinated and organized all restaurant inventory Maximized quality assurance by completing frequent checks.

AHTESHAM TANVEER | +92-3135187020 | ahteshamtanveer2@gmail.com | [page two](#)**PROFESSIONAL EXPERIENCE - Continued**

- Trained staff on proper cooking procedures as well as safety regulations.
- Coordination with regulatory bodies to remain compliant with government needs.
- Hired and managed all Assistant/ Shift manager and Restaurant staff.

PIZZA HUT | ISLAMABAD, PAKISTAN

2018-2020

Assistant Restaurant General Manager (A-RGM)

- Business preparation.
- Managed & organized team.
- Monitoring Product Quality/ Food Safety.
- Assured in time service in dine in, take away and delivery.
- Team coaching and support Training to new staff and managers Reporting important affairs of RGM.

Shift Manager

- Team handling.
- Assured cleaning of store i.e., kitchen dine in restroom etc.
- Effort to meet standard of operations and Food safety Standards.
- Assured ingredients availability and in time preparation for back up in rush hours.
- Customers follow up.

Customer Service Representative CSR

- To handle customer complaints.
- To ensure speed of service by implementing company guideline on SOS.
- To develop relation with customer by representing brand in good way.
- To follow CHAMPS rule during working hours.
- To handle Order management system.
- To handle cash of restaurant by assuring that no variance in cash.

EDUCATION

Bachelors, Business Administration & Information Technology Management (BBA-ITM), International Islamic University Islamabad. (IIUI)

Intermediate, Computer Sciences (ICS), Superior Group Of Colleges.

Matric, Federal Board of Intermediate & Secondary Education (FBISE)

CERTIFICATIONS & AWARDS

- Employee of the Month Award at Agency21 International.
- Best Processing Officer Award at Faysal Bank.
- Best Performance Award at Broadway.
- LAR 1 & 2 (Leading a Restaurant) certification by YUMM.
- LAS (Leading a Shift) certification by YUMM.
- Passing Food safety Audit.
- Successfully complete project on Data Analytics.

SOFTWARE EXPERTISE

★Product Cost Analysis ★Safe Count Sheet (Petty Cash) ★Enterprise Resources System ★Product Variance Analysis
★Financial Audit ★Profit & Loss Sheets ★Inventory Management ★HRM's ★BI