

# SHOAIB IQBAL

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## E-mail

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## Phone

+971507854833

## Address

ABU DHABI

## SKILLS

MS Office and Excel



Operating system windows



Communications skills



Conflict Resolution



Team Management



## LANGUAGES

ENGLISH

URDU

HINDI

PUNJABI

ARABIC

## ACHIEVEMENTS

Certified Master Trainer  
Corporate by UNDP

UAE Driving License

Best Team Lead by previous  
company on the basis of target  
achievements

## OBJECTIVE

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

## REFERENCE

09/06/2022 | [Frontline Associate \(Cashier\)](#)

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00/00/0000 LULU INTERNATIONAL EXCHANGE UAE.

1-Built relationships with customers to encourage repeat business. 2-Assisted customers with returns, refunds and resolving transaction issues. 3-Counted money in cash drawers at beginning and end of shifts to maintain accuracy. 4-Monitored self-checkout systems and provided help in resolving complex problems. 4-Used POS system to enter orders, process payments and issue receipts. 5-Handled cash with high accuracy and took care to check bills for fraud. 6-Demonstrated proficiency in managing day-to-day assignments while proactively setting ambitious goals to drive performance. 7-Skilfully engaged with customers to facilitate remittance transactions, ensuring a seamless and positive experience

13/05/2019 | [Regional Team Lead](#)

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31/12/2021 KASHF FOUNDATION PAKISTAN

1-Promoted company by giving exciting and dynamic presentations to customers. 2-Monitored staff performance by actively engaging in and observing day-to-day activities. 3-Reviewed financial reports to identify potential issues, cost saving opportunities and significant departures from budget. 4-Participated in promotional opportunities and onboarding of new accounts. 5-Maintained current knowledge of evolving changes in marketplace. 6-Collaborated with managers to provide customer feedback and recommend operational changes to meet emerging trends. 7-Ensured seamless training for team members, tailored to their specific roles, to optimize their performance and productivity. 8-Demonstrated strong leadership as a team lead by meticulously coordinating work hours and shifts in accordance with company policies.

26/12/2018 | [Master Trainer](#)

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15/09/2021 STATE BANK OF PAKISTAN

1-Collaborated with management to identify company training needs and scheduling. 2-Effectively oversaw the daily operations of designated training initiatives. 3-

Position holder in Master's

## INTERESTS

Bedminton

Book Reading

Eager to learn new things

Inspired and guided the team to surpass organizational objectives through strong motivational leadership. 4- Devised and executed strategic timelines to drive successful attainment of targets. 5-Delivered comprehensive training sessions to team members, optimizing their capabilities and performance. 6- Empowered team members with enhanced confidence, product knowledge, and communication skills. 7- Conducted impactful training sessions on financial literacy, fostering a better understanding of economic conditions for both banking professionals and the general public.

01/03/2018 | [Team Leader/Researcher](#)

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19/12/2018 DUNYA NEWS

1-Planned and initiated research study protocols, monitored regulatory and subject binders and organized, implemented and administered data collection and analysis systems. 2-Organized and facilitated investigator and coordinator meetings, conferences and events associated with research activities. 3-Cultivated a positive and motivating work environment that promotes employee well-being and productivity. 4-Designed and implement an effective evaluation program aimed at motivating and recognizing employee performance. Take a proactive approach in building strong rapport and relationships on behalf of the company. 5-Engaged in regular communication with teams to provide feedback and guidance on their performance. Continuously monitor team performance, analyse metrics, and deliver insightful reports to drive improvement.

## EDUCATIONS

2015 | [Bahauddin Zakariya University Multan, Pakistan](#)

Master's of Arts (Gender and Development)

3.85/4.00

2012 | [Bahauddin Zakariya University Multan, Pakistan](#)

Bachelor's of Arts (Economics)

474/800



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