



HAFIZ ZOHAIB TAHIR

Assistant Manager | Operations Manager | Branch Manager

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Summary

With over 9 years of experience in credit administration and financial management, bringing strong leadership and organisational skills to optimise operational efficiency. Expertise in retail management software and effective communication has driven team performance and customer satisfaction. Successfully enhanced the firm's profitability by 20% through strategic inventory management.

Skills

Strategic Thinking • Team Leadership • Management • Customer Service • Effective Communication • High-Level Decision-Making

Experience

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|  Habib Bank Ltd. | Gujranwala, Pakistan |
| Assistant Manager | 02/2015 - 10/2019 |
| <ul style="list-style-type: none">• Evaluated over 40 credit applications monthly, ensuring strict compliance with internal credit policies and regulatory standards.• Reduced loan delinquency rates by 20% through proactive account monitoring and detailed risk assessments.• Managed credit documentation for a high-value portfolio, ensuring all loan files were secured, complete, and properly archived.• Prepared comprehensive weekly/monthly credit reports for senior management, identifying delinquent accounts and potential risks. | |
|  Allied Petroleum Pvt | Bhakkar, Pakistan |
| Operations Manager | 03/2020 - 12/2022 |
| <ul style="list-style-type: none">• Ensured strict compliance with HSE and regulatory standards, reducing onsite incidents by 30%.• Supervised daily operations and a team of 28 employees, increasing productivity by 15%.• Optimized supply chain processes from procurement to delivery of petroleum products, improving efficiency by 20%.• Streamlined inventory management procedures, reducing stock discrepancies by 15%. | |
|  Boss Plastic Furniture | Gujranwala, Pakistan |
| Branch Manager | 01/2023 - 02/2026 |
| <ul style="list-style-type: none">• Redesigned showroom layout, increasing high-margin product visibility and boosting impulse purchases by 18%.• Coordinated deliveries, reducing delivery times by 20% and resolving customer complaints promptly to ensure a 95% satisfaction rate.• Managed daily showroom operations and inventory control, reducing stock shrinkage by 10% and improving inventory accuracy.• Led a team of 20 to achieve 115% of annual sales targets by implementing targeted local marketing and upselling strategies. | |

Education

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|  University of Agriculture, Faisalabad | Faisalabad, Pakistan |
| Bachelor of Agriculture Science GPA: 3.57 / 4.0 | 09/2010 - 06/2014 |

Key Achievements

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|  Increased Company Profitability
Developed and implemented inventory management strategies that increased store profitability by 20% in 2021. |  Customer Service Excellence Award
Recognized for outstanding customer service and improving customer satisfaction ratings by 15% in 2024. |  Leadership Training Completion
Completed a comprehensive leadership development program fostering essential team management skills in 2023. |
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Interests

Volunteering

A passionate advocate for the integration of education to deserving persons.

Outdoor Activities

Enjoy mountain biking and hiking, finding inspiration in nature's challenges and beauty.

Culinary Exploration

Enthusiastic about exploring different cuisines and cooking styles, continually expanding culinary skills.