

# Pemba Halilbasic

**Halilbasic** Trg sarajevske olimpijade 15  
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## Professional Summary

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A highly motivated individual capable of accomplishing assigned tasks without or with slight supervision with a detail oriented approach and ability to work under pressure in a fast paced environment. Customer focused with positive attitude demonstrating high level of professionalism and behavior consistent with the company code of conduct. Excellent organizational skills combined with proactivity and capability of multitasking.

## Work Experience

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08/2019

### **Ruhama - Salvia - Familia , Zenica - Crikvenica - Sarajevo**

A caregiver for old and exhausted people

Help clients take prescribed medication, assist clients with ambulation.

Help with mobility around the house or outside (doctor's appointments, walks, etc.), assist with personal care and hygiene, help with physical therapy exercises, plan and prepare meals. Do the client's shopping or accompany them to do so perform housekeeping duties. Be pleasant and supportive.

11/2020 - 05/2021

### **DDC Multilingual solution. Sarajevo**

Customer support

Handling , processing invoices in Mainframe for customs clearance with any enquiries they may have, striving for a first contact resolution. Responding to all enquiries in a professional, courteous and friendly manner. processing all working data during the shift.

09/2017 - 05/2019

### **Fluor, Bagram**

Food Service

Custodial and housekeeping duties, basic food preparation, anticipates in hot and cold food production, complies with recipe requirements and instructions. Assures adherence to Food Production/Service/Sanitation Standards.

Under direct supervision of Senior Food Service Specialist and/or Food Service Supervisor, performs variety of tasks concerned with the preparation and serving of foods and beverages

10/2013 - 12/2015

### **Ecolog, Supreme - Kandahar**

Administrative assistant

Provide office service by implementing administrative systems, procedures, and policies. Responsible to carry out work with professional attitude and high quality service to the clients, Assist the International Military Police (IMP), in relation to the security of the facility, attend meetings with the management and ensure meeting minutes are passed on to direct report staff in timely manner.

Ensure all the rules and regulations related to access to dining facility are followed, standards required met and exceeded

07/2011 - 09/2013

### **Sigenx agencija za promet nekretninama, Sarajevo**

Real Estate Agent

Interview clients in order to identify their needs, present purchase offers to sellers, Establishing and building trusting relationships with clients, customers and other stakeholders to ensure that terms and conditions of purchase agreements are met before closing dates. Prepare documents related to purchases and leases, coordinate property closings, overseeing signing of documents and disbursement of funds.

Act as an intermediary in negotiations between buyers and sellers, generally representing one or the other.

06/2010 - 10/2010

### **Boutique de Economat des Armes, Kabul**

Assistant sales manager

Understand the role and support store operations, policies and procedures, responsible for completing daily banking. Performing and training duties of the Customer Service Representative and Lead. Responsible for performance and disciplinary discussions in Store Manager's absence. Perform tasks related to finalizing, transmitting and processing weekly time and attendance records and payroll.

Assisting the Store Manager with shift coverage during absenteeism. In the period from January/2000 to end 2005, I worked in the same company on the same jobs in NATO base Sarajevo, Butmir.

01/2006 - 10/2009

### **Naffi-Effi**

Assistant sales manager

Provide assistance to customers in identifying and purchasing required goods and services, Provide recommendation on finding and selecting the right products. Maintain promotional database by inputting invoice and bill-back data. Responsible for consolidating, analyzing and forwarding daily action summaries for the managers, in accurate and timely manner. Provide information regarding warranties, product care and maintenance of the products offered.

Cashier and maintaining cash box. performing tasks related to stock control and shift leading.

## **Education**

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09/1987 - 06/1990

### **PVPSC Branko Lazic**

Technical processing of fruits and vegetables in production

## **Languages**

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English — B2

French — B2

## **Additional Skills**

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Retail Store Operations

P&L Management

- ❑ Budgeting & Cost Controls
- ❑ Shrink Reduction/Loss Control
- ❑ Customer Service Excellence
- ❑ Teambuilding/Training/Supervision
- ❑ Inventory Management
- ❑ Merchandising Strategies
- ❑ Cash management