**WALEED RAZA  
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**Em**

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**Passport: Visit Visa Valid till 12th Jan 2016**

**CAREEROBJECTIVE:** Customer care and Communications professional experienced working in fast-paced environment that provides a competent, courteous, efficient and proactive point of contact for customers both internal and external. The Organization Where ability and commitment has been effectively utilized for the continuous growth of the organization.

**PROFESSIONAL WORK EXPERIENCE:**

**Organization:** **Elevation Burger SZR**

**Tenure:**  **April 2013 – Till Present**

**Designations:** **Supervisor**

**Responsibilities:**

* Provide customer service to the customers
* Maintain attendance and hygiene of all staff.
* Greet guests with smile.
* Manage staff, assign duties
* Ordering of items to suppliers on daily basis according to consumption.
* Manage food quality, service speed and deal with guest complains.
* Work as a cashier in front of the house.
* Manage online food delivery station, manage drivers and deliver food in all areas in Dubai
* Create a strong hold with the customers; with both who are coming in the shop and who are ordering for delivery.
* Assist guest with placing them orders on internet
* Train new staff.
* Close cash at the end of the shift, prepare variance and discount reports.
* Make daily reports, wastage log, and staff schedule.
* Control daily inventory and every end of month inventory.
* PIC certified.

**Organization:** **DULSCO Labor supply Company LLC**

**Tenure:**  **Aug 2011– March 2013**

**Designations:** **Warehouse operation Coordinator**

**Responsibilities:**

* Unload Hp inbound and outbound shipment according to incoming paperwork’s
* Inventory and cycle count daily basis.
* Outbound Order picking as per pick list in different location
* Out bound processing
* Dispatching orders in all over Emirates
* Maintaining KPI for inbound and Out-bound
* Customer knowledge.
* Familiar with MS Excel.
* Warehouse procedures with GSOP.

**Organization:** **Al Khair Garments and accessories**

**Tenure:**  **Aug 2009 – July 2011**

**Designations:** **Sales Associate**

**Responsibilities:**

* Greeting and welcoming customers with a gentle warm smile.
* Providing effective customer service to all customers
* Providing exceptional product knowledge.
* Assisting customers’ in choice selection.
* Presenting menus and serving customers as per their orders.
* Ensuring a friendly relationship with our through constant interactions.
* Negotiate the terms of an agreement and closing sales.
* Maintaining welfare and hygiene, which includes cleaning of the environment.
* Management of sales on a daily basis.
* Being enthusiastic to leave a smile on the customers’ faces for future business with our shop..
* Ensuring a friendly relationship with our through constant interactions.
* Negotiate the terms of an agreement and closing sales.

**Organization:** **Chicken Hutt and Fine Dining Restaurant**

**Tenure:**  **Jan 2008 – Dec 2009**

**Designations:** **Sales Associate**

**Responsibilities:**

* Greet customers, take orders from customers tables, introduce menu saying that all menu items are special, repeat the order to confirm what they ordered, bring their food to tables ask if every single thing they ordered is ok and make sure they are enjoying their meals, once they finish their meals offer them some desserts if would they like to eat or if not then clear the table to make them feel comfortable, get the payment and thanks to the customer.
* Once customer left clean the tables for other customers.
* Maintain house keeping all the time.

**ACADEMIC EDUCATION:**

**EXAMINING BODY: YEAR**

* Matriculation Govt. Degree College 2007

**COMMUNICATION AND INTERPERSONAL SKILLS:**

* Communication skills
* Convincing power
* Fluent, vibrant, energetic team player
* Controlled nerves and pressures’ situations
* Ability to work and self-motivated

**LANGUAGES:**

* Hold a good level command over English, Punjabi, and Urdu Languages.

**CERTIFICATION/ ADDITIONAL SKILLS:**

* **Diploma in MS Office** (Compact Information Technology)
* **Windows and Internet** (Handling Computer Applications and Internet Surfing)

**PERSONAL INFORMATION:**

**Marital Status** : Married

**Date of Birth** : 21st Aug 1989

**Religion**  : Islam

**Nationality** : Pakistani