**First Name of Application CV No 1662888**

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***DOB: 16th November 1980***

**CAREER HIGHLIGHTS:**

I have worked for the **St Ives Direct company** as a Store Keeper. I have also work experience as a Receptionist in **Aagra Restaurant UK**. Also I have working experience in **Abids Indian Restaurant in UK** for two years as manager and also having a list of achievements that I would be pleased to present. I did work for the **Allied Bank of Pakistan as a cashier.**

**PROFESSIONAL EXPERIENCE:**

**Organization: St Ives Direct Bettye St Bradford UK**

**Designation Store Keeper**

**Tenure: June 2005 to May 2008**

**Job Description:**

* To exercise general control over all activities in stores department.
* To ensure safe keeping both as to quality and quality of materials.
* To maintain proper records.
* To initiate purchase requisitions for the replacement of stock of all regular stores item whenever the stock level of any item of store approaches the minimum limit fixed in respect thereof.
* To check and receive purchased materials forwarded by the receiving department and to arrange for the storage in appropriate places.
* To reserve a particular material for a specific job when so required.
* To check the book balances, with the actual physical stock a frequently intervals by way of internal control over wrong issues, pilferage ,etc.

**Organization: Aagra Indian Restaurent UK.**

**Tenure: From 2009 to 2011**

**Designation: Receptionist**

**Job Description:**

 I have work in Aagra Restaurant as a receptionist for three years.

Receptionists working in restaurants perform different tasks and responsibilities according to the particular needs of the firm.

* Draw up client bookings for tables and ensure that tables are set before clients’ arrival
* Manage the front desk by receiving incoming calls, greeting and attending to customers
* Inform guests about the availability of tables and direct them to the tables
* Keep records of guests who visit the restaurant
* Assist customers with answers to queries, and proffer solutions to issues within your capacity
* Collaborate with other restaurant staff and the management to ensure that customer complaints are properly attended to in a timely manner
* Ensure that clients make payment for services before they exit the restaurant
* Keep clear records of payments received and make detailed notes of balance payments
* Check restaurant’s emails and respond to them accordingly; draw the attention of management to certain mails when necessary
* Communicate with other staff, such as dinners, informing them of clients’ bookings, needs and complaints.

**Organization: Abid’s Indian Restaurent UK.**

**Tenure: From 2011 to 2012.**

**Designation: Floor Manager.**

**Job Description:**

I have work as Floor Manager in Abids Indian restaurant. I have experience for two years. Coordinating operation of restaurant during scheduled shift.

* Managing staff and providing them with feedback.
* Meeting and greeting customer and organizing table reservation.
* Handling customer enquiries and complaints.
* Taking reservations.
* Greeting and advising customers.
* Problem solving.
* Preparing and presenting staffing/sales reports.
* Keeping statistical and financial records.
* Assessing and improving profitability.
* Setting targets.
* Handling administration and paperwork.
* Liaising with customers, employees, suppliers, licensing authorities, sales representatives etc
* Making improvements to the running of the business and developing the restaurant.

 **Organisation: Allied Bank Ltd**

**Tenure 2013 to 2015**

**Designation Cashier**

**Job Description:**

 I have work in Allied Bank of Pakistan as a cashier for three years.

* Offering excellent customer service to the Building societies members.
* Daily cash and cheque handling including foreign payments.
* Ensuring that the tills balance up at the end of the day.
* Arranging and generating appointments for the savings and mortgage advisors.
* Working effectively as part of a hardworking and customer driven team.
* Processing all incoming payments received by mail, fax and email.
* Handling all cashier related enquiries from customers.
* Process all inter company payments.
* Responsible for all VAT refunds on to clients accounts.

**ACEDEMIC RECORD**:

* **Matriculation** from BISE Abbottabad.(Pakistan) IN (**1995- 96)**
* **HSSC** from BISE Abbottabad.(Pakistan) IN (**1999 -2K)**
* **Diploma in Business Administration** IN (**2007/08)**
* **Diploma in Management** from Charted Management Institute IN (**2009)**
* **Post Graduate Diploma** in Strategic Business Management

And Leadership from Charted Management Institute UK IN (**2010)**

* **Master** in Islamic Banking Finance and Management

From University of Gloucestershire UK. IN (**2011)**

**COURSES & EDUCATION:**

Six Month Certificate in Advance Windows Applications from

 Friends Computer Institute Ghazi (Pakistan).

* English language course from Bradford College UK.
* One year Diploma of IT from Bradford College UK.

 **INTERNET SKILLS:**

Good communication skills.

* All kind of trouble shooting.
* Data downloading & use of all kind of internet tools and programs.
* All kind of online booking of tickets and books etc

**KEYSTRENGTHS**

 Good working knowledge of MS Office applications

 Good knowledge of customer service.

* A competent and proactive approach to team work
* Leadership skills acquired through supervision and training of staff
* Excellent planning skills - able to prioritize and work within strict deadlines

**LANGUAGES:**

English, Hindi, Urdu