**CURRICULUM VITAE**

**SHAKEEL.353595@2freemail.com**

PROFESSIONAL AIM:

To be part of a management team of a good organization where my knowledge, skills and qualification will be utilized for the betterment of the company and for my personal growth

ACADEMIC BACKGROUND:

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| April, 2013 to July, 2014 | **Hotel Management Diploma (18 months)**Pakistan Institute of Tourism & Hotel Management (PITHM), Karachi |
| Dec, 2013 | **Bachelor’s of Commerce**Pakistan Shipowner’s Government College, Karachi |
| June, 2009 | **Higher Secondary Certificate**Board of Intermediate Education, Karachi |
| May, 2007 | **Secondary School Certificate**Board of Secondary Education, Karachi |

WORK EXPERIENCES:

* ***Grandeur Hotel, Dubai-UAE***

***Waiter***

(From Aug, 2016 till now)

**Responsibilities:**

* + Greets guests and presents them with the menu.
	+ Suggest food and beverages to the guest and also try to up sell.
	+ Take food and beverage orders from the guest
	+ Entering orders in POS system
	+ Accepting payments, returning the change.
	+ Make sure to enter the special requirements made by the guest while ordering the food. Egg: No Garlic, normal or spicy etc.
	+ Communicate to the guest and provide assistance with their queries.
	+ Co - ordinate with the kitchen staff to ensure smooth operation and guest satisfaction
	+ Serve food and beverage to the guest as per the course of order
	+ Observes guests and ensure their satisfaction with the food and service.
	+ Promptly respond to guest with any additional request.
	+ Maintaining proper dining experience, delivering items, fulfilling customer needs, offering desserts and drinks, removing courses, replenishing utensils, refilling glasses.
	+ Adhere to grooming and appearance standards.
* ***Fresh Chicken King Restaurant, Sharjah-UAE***

***Front desk agent/cashier***

(From Jan, 2016 to July 2016)

**Responsibilities:**

* + Welcoming guests, asking if they have any reservations and escorting them.
	+ Answering calls professionally and taking orders
	+ Responds to customer inquiries
	+ Manage and resolves customer complaints
	+ Providing customers with food information
	+ Enter new customers information into system
	+ Update existing customer information
	+ Accomplishes sales and organization mission by completing related results as needed.
	+ Making bills and settling bills into the system
	+ Proper handling of cash
	+ Trying to upselling on calls and to walk in guests
* ***TPL Trakker, Karachi-Pakistan***

***Sales executive***

(From Nov, 2014 to Oct, 2015)

**Responsibilities:**

* Listening to customer requirements and presenting appropriately to make sales.
* Maintaining and developing relationships with existing customers in person via calls and mails.
* Cold calling to arrange meetings with potential customers to prospect for new business.
* Responding to incoming mails and phone queries
* Acting as a contact between a company and its existing and potential markets.
* Negotiating the terms of agreement and closing sales.
* Gathering market and customer information.
* Negotiating on price, costs, delivery and specifications with buyers and managers.
* Advising on forthcoming product developments and discussing special promotions.
* Creating detailed proposal documents.
* Liaising with suppliers to check the progress of existing orders.
* Recording sales and order information and sending copies to the sales office or entering into a computer system.
* Reviewing my own sales performance, aiming to meet or exceed targets.
* Making accurate, rapid cost calculations and providing customers with quotations.
* Attending team meetings and sharing best practices with them.
* ***Hassan Ali Rice Export Company (Hashwani Group)***

***Senior Accounting Clerk***

(From July 2011 to Nov 2014)

**Responsibilities:**

* + Posting of vouchers in accounting software and filing them
	+ Verify calculations and input codes into the Accounts system in an accurate manner
	+ Bank reconciliation
	+ To ensure all filing is done in a timely and accurate manner
	+ Other general accounting duties as assigned
* ***Lalani & Associates***

***Documentation Assistant***

(From November 2009 to June 2011)

**Responsibilities:**

* + To take information from clients and to make their application forms
	+ To maintain the documents of clients
	+ To meet with different clients regarding their cases
	+ Oversaw all client files and Assessment forms
	+ Making letters for client about their status and Assessment
	+ Coordinating with clients regarding documentation and give their status report
	+ Responsible for all documentation work regarding Immigration to Canada

INFORMATION TECHNOLOGY:

I am comfortable at using word processing applications. I use power point to make my presentations and use internet to keep myself updated. Moreover I have a good knowledge of:

* + POS system
	+ MS Office
	+ Adobe Acrobat
	+ ERP Software
	+ Internet Searching – Emailing and Downloading

SKILL AND STRENGTHS

* + Can work in any challenging environment
	+ Can achieve task effectively
	+ Good interpersonal and communication skills
	+ Team worker
	+ Maintaining a high level of customer service to new and existing clients.

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LANGUAGE SPOKEN:

* + English
	+ Urdu
	+ Arabic (beginner)