



WASEEM HAIDER

Green Gift Building Satwa Dubai
+971506837491
engrw.haider12@gmail.com
23/06/1994

OBJECTIVE

My goal is to become associated with a company where I can utilize my skills and gain further experience while enhancing the company's productivity and reputation.

SKILLS

- Computer Skills: • Microsoft applications (Word, Excel, PowerPoint,) – Advanced
- Programming Languages: • C, JAVA, ASSEMBLY, ARDUINO & MATLAB languages - Basic Graphical & designing packages.
- Professional attitude and appearance
- Communication Skills
- Excellent organizational and multitasking skills
- Ability to maintain a positive, friendly attitude even under high pressure
- Interpersonal Skills
- Be Calm and Empathic
- Good Problem-Solving Skills

LANGUAGE

- Language Skills: • Urdu -- Native Tongue (reading & writing skills)
- English – Advanced (reading & Writing)

EXPERIENCE

12/01/2022 - Still Transguard Group

Working

Receptionist (Emaar Office)

Description:

1. Working as a Receptionist in Dubai Mall management office, Computer operator, Key Control officer issuing keys and passes to contractor and making reports also some time working as BMS operator in Dubai mall as per need.
2. Greeting visitors, helping them navigate through an office, and supplying them with refreshments as they wait.
3. Daily record maintenance, data entry and report making of all the in/out items.
4. Receiving of Work permit and other Documents from contractor's and tenants of mall verifying, filing documents, updating records in computer and sending documents for manager signature.
5. Answering and forwarding phone calls, Screening phone calls and booking meetings.
6. To provide the highest service and welcome for customer satisfaction.
7. Guiding customer for directions listen their complaints and provide them solution as company policies.
8. Carries out administrative duties such as filing, typing, copying, binding, scanning etc.
9. Handle customer complaints provide appropriate and alternatives within the time limits.
10. Handling of dispute issues and solving disputes.

20/09/2019 -
15/11/2021

Green Land (Hotels and Restaurant)

Front Desk Officer

Responsibilities:

1. Greet all guests and assist them with check-in and check-out
2. Maintain a positive attitude and friendly demeanor.
3. Respond to all guest questions and requests.
4. Checking guests in on arrival and out on departure. Posting charges to appropriate guest accounts. Anticipating and addressing guests' needs, and resolving their problems and complaints.
5. Answer and forward phone calls Manage guest bookings and reservations Keep a tidy and orderly workspace
6. Assist with administrative and clerical tasks as needed
7. Ensuring guest satisfaction
8. Makes travel arrangements for customers such as booking taxi and restaurant reservation.
9. Collects payments by accepting cash, Cards or charge payments from customers and makes change for cash customers.
10. Provides information by answering questions and requests.

10/09/2017 -
05/07/2019

Empoli Studio

Cashier & Sales Associate

Responsibilities:

1. Scan items, ensure that prices of items and quantities are correct, and collect payments.
2. Also assist customers by explaining or recommending items,

- answering questions, and processing exchanges or refunds.
3. Balance cash drawer by counting cash at beginning and end of work shift.
 4. Maintains a safe and clean working environment by complying with procedures, rules, and regulations.
 5. Contributes to team effort by accomplishing related results as needed.
 6. Collects payments by accepting cash, Cards or charge payments from customers and makes change for cash customers.
 7. Greets and receives customers in a welcoming manner
 8. Serves customers by helping them select products.
 9. Drives sales through engagement of customers, suggestive selling, and sharing product knowledge.
 10. Maintains supplies inventory by checking stock to determine inventory level.
 11. Resolves customer issues with question answers.
 12. Directs customers by escorting them to racks and counters

EDUCATION

2017	University of Sargodha BSc Engineering 70%
2012	Bise Multan Board FSc (Pre Engineering) 65%
2010	Bise Rawalpindi Board Metric (Science) 63%

ACHIEVEMENTS & AWARDS

- Member of Pakistan Engineering Council PEC #84540
- TRIZ level 1 certified
- Certificate of Appreciation by Director PIET on winning the football tournament
- Runner-up Award winner in Innovative competition of engineers at NFC IET

CERTIFICATION

- Risk Assessment Management
- MS Office (Word & Excel)
- Triz Level 1
- Customer Services
- Basic Fire Fighting and First Aid

SEMINARS ATTENDED

- Opto-electronics and optical fiber
- NGN network, IOT WSN
- SOC (System on Chip)