



UMAZ JAMIL

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- 🏠 United Arab Emirates (Sharjah)
- 👤 Visa status : Visit visa Valid till 15 july

🎯 **Objective:** To obtain a challenging position in the field of computer science that utilizes my technical skills and knowledge gained from my Bachelor's degree program, as well as my experience in customer service, IT support, Cleaning Supervisor.

RELEVANT SKILLS

- Excellent managerial and leadership skills
- Strong financial management and cash handling abilities
- Passion for traditional Pakistani cuisine
- Exceptional customer service and hospitality skills
- Marketing and branding expertise
- Knowledge of food safety regulations and compliance

WORK EXPERIENCE

Coordinator/ Office Manager

Traditional Food Spot Pakistan
(2019-2020) 4 years



- Successfully launched and managed Traditional Food Spot, a popular eatery located in Lahore, Pakistan
- Managed all aspects of the business, including staff management, ordering supplies, and ensuring customer satisfaction
- Developed and executed marketing strategies to increase brand awareness and customer retention
- Maintained financial records, managed budgets, and handled cash transactions
- Ensured compliance with food safety regulations and maintained a safe and clean working environment
- Created a menu that highlights traditional Pakistani cuisine and caters to a diverse customer base
- Built a strong reputation for exceptional customer service and hospitality

IT Support Agent

PINE HILLS PUBLIC SCHOOL AND COLLAGE PAKISTAN
(2020-2021)



- Managed and maintained computer systems and networks for the school and college
- Provided technical support to students, faculty, and staff
- Installed and configured software and hardware on computer systems
- Conducted regular maintenance and updates to ensure smooth operation of computer systems and networks
- Developed and implemented security measures to protect against cyber threats and unauthorized access

Customer Services Agent

Super way cleaning services
(2021-2023)

- Interacting with customers: Customer service agents are responsible for answering customer inquiries, resolving complaints, and addressing concerns in a timely and professional manner.
- Providing information: Agents need to provide accurate information about products, services, and company policies to customers who request it.
- Processing orders: Agents must be able to efficiently process customer orders, including verifying customer information, checking stock availability, and processing payments.
- Handling complaints: Agents should be able to address customer complaints and provide effective solutions that meet customer needs.

EDUCATION



2017-2021

Bachelors of Computer science

Registration No (17-AUST-F-160)

Abbottabad University of Science and Technology

GPA: 3.67.3/2.72