



SYED ALI DAWOOD

CONTACT

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OBJECTIVE

I am currently looking for a full time position in an environment that offers a greater challenge. increased benefits for my family, and the opportunity to help the company advance efficiently and productively. Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy.

LANGUAGE

- ✓ English
- ✓ Urdu
- ✓ Punjabi
- ✓ Hindi

SKILLS

- Computer Skills
- Management Skills
- Active Listening
- Teamwork
- Willingness to Learn & Ability
- Leadership Skills and Problem Solver.
- Multilingual

INTERESTS

- Computer Applications

EXPERIENCE

District Bar Restaurant at Civil Courts, Sialkot
Admin

**June-2021 -
November-2022**

- Led a team of servers while also ensuring that each guest received the best possible dining experience.
- Maintained the restaurant's budget and ensured that it ran smoothly and efficiently.
- Hired and trained new staff as well as developed and implemented new policies and procedures.
- Monitored food and beverage.
- Interact with employees and customers to create a positive atmosphere and resolve issues in an effective and efficient manner.
- Performed cash handling and cash register functions in an accurate and consistent manner.
- Suppliers and product representatives, and coordinate kitchen operations.

Javson Hotel, Sialkot
Front Desk Officer

**June-2020 -
June-2021**

- Managed daily front desk operations, including customer check-ins and check-outs, data entry, providing information, and maintaining records.
- Answered phone calls and emails in an efficient manner, leading to an increase in customer inquiries by 28%. Coordinated and scheduled appointments and efficiently managed the front desk area.
- Developed strong relationships with customers by effectively addressing their needs and promptly resolving their issues.
- Completed all administrative tasks within deadlines, meeting department goals and objectives.
- Assist guests with booking/reserving/canceling reservations.

Cafe at DR Frigz
Cashier

**June-2019 - May-
2020**

- Cash handling, Issuing refunds & exchanges.
- Strong product knowledge and understanding of customer base -Verbal communication skills.
- Counted money in cash drawers at beginning and end of shifts to maintain accuracy.

AVN Systems
Inspection Officer

**January-2019 -
May-2019**

- Administered ISO inspection tours.
- Implementation of ISO-Quality, Environmental and Safety systems.
- Prepared working papers, reports and supporting documentation for audit findings.

- Driving
- Internet Surfing
- Reading

Nadi Outbound

Call Center Representative

(CGX US based campaign about cancer test)

- Assist in the development of the new outbound customer service campaigns and coordinating survey questions.
- Possess strong computer skills, understand and able to remote access computer systems, filling and multiline telephone systems.
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**July-2018 -
December-2018**

Techno Soft

Customer Service Representative

- Customer service representative to receive and place telephone calls for online shopping store (KSA-UAE) based.
- Help maintain solid relationships with customers by answering questions and confirming orders.

**January-2018 -
June-2018**

ACHIEVEMENTS & AWARDS

- ✓ Awarded Laptop on Merit by the Government of Pakistan.

EDUCATION

University of Sialkot	2020-2022
Masters in English (Linguistics)	
AIOU	2017-2019
Bachelor (General)	
Government College of Technology, Sialkot	2013-2016
Diploma of Associate Engineer in Electrical	
Board of Intermediate and Secondary Education	2011-2013
Matric in Science	
Wafaq ul Madaris, Karachi	2007-2011
Hafiz e Quran	

VISA STATUS

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