





## 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.

### 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
- Driving
- Internet Surfing
- Reading

## EXPERIENCE

### Power Cool Trading LLC

Dubai, United Arab Emirates

Assistant Sales Manager / Cashier

**Joined 2023**

- Demonstrated strong sales and customer service skills as an Assistant Sales Manager / Cashier at Power Cool Trading LLC.
- Managed cash transactions, including processing payments, providing accurate change, and maintaining meticulous cash registers.
- Recorded and maintained ledgers of cash, credit, sales, purchases, and customer accounts using Tally Prime software.
- Handled customer inquiries, concerns, and complaints in a professional and efficient manner, ensuring customer satisfaction.
- Efficiently managed the sales floor, ensuring product displays were attractive and well-stocked.
- Assisted the sales manager in developing sales strategies and implementing effective sales plans to drive revenue growth.

### District Bar Restaurant at Civil Courts, Sialkot Admin

**June-2021 -  
November-2022**

- As an Admin at the restaurant located at the District Courts, I was responsible for ensuring that all aspects of the restaurant operations ran smoothly.
- I managed reservations, coordinated with the kitchen staff to ensure timely service, and ensured the cleanliness of the restaurant.
- I provided excellent customer service to guests, including judges, lawyers, and other high-profile individuals who frequently visited the restaurant.
- I coordinated with vendors to ensure that the restaurant had adequate supplies and equipment.
- I regularly reviewed customer feedback and made recommendations for improvements.

### Javson Hotel, Sialkot Front Desk Officer

**June-2020 -  
June-2021**

- As a Front Desk Officer at Hotel Javson, I was responsible for ensuring that all guests had a positive experience at the hotel.
- I greeted guests upon arrival, checked them in and out of the hotel, and provided them with information about hotel amenities and local attractions.
- I effectively communicated with hotel staff, including housekeeping and maintenance, to ensure that guest rooms were properly cleaned and maintained.
- I utilized a hotel management system to manage guest bookings, room assignments, and other administrative tasks.
- I consistently provided excellent customer service, ensuring that all guests felt welcomed and valued.

Cafe at DR Frigz, Sialkot  
Cashier

**June-2019 - May-2020**

- I gained extensive experience in cash handling and credit card transactions.
- I also provided excellent customer service, ensuring that all customers were greeted promptly and their orders were processed efficiently and accurately.
- I was skilled in managing multiple tasks simultaneously, such as processing orders, managing payments, and answering customer inquiries, while maintaining a positive and professional attitude.

Techno Soft, Sialkot  
Customer Service Representative

**January-2018 - June-2018**

- As an Order Confirmation Calling Agent, I was responsible for making outbound calls to customers to confirm their online orders and ensure that all information was accurate and complete.
- I effectively communicated with customers to verify their order details, including product information, shipping addresses, and payment information.
- I was also responsible for other administrative tasks, such as scheduling and rescheduling deliveries, and sending follow-up emails.

## ACHIEVEMENTS & AWARDS

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

## EDUCATION

University of Sialkot  
Masters in English (Linguistics)

**2020-2022**