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📅 1997 March 24



👛 PROFESSIONAL EXPERIENCE

2023 – present
Dubai,
United Arab Emirates

Power Cool Trading LLC, Assistant Sales Manager / Cashier

- 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

2021 June –
2022 November
Sialkot, Pakistan

District Bar Restaurant at Civil Courts, Admin

- 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 resolved customer complaints and issues in a timely and professional manner, maintaining a positive attitude
- I coordinated with vendors to ensure that the restaurant had adequate supplies and equipment.
- I regularly reviewed customer feedback and made recommendations for improvements

2020 June – 2021 June
Sialkot, Pakistan

Javson Hotel, Front Desk Officer / Reception

- 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.

2019 June – 2020 May
Sialkot, Pakistan

Cafe at DR Frigz, Cashier

- 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.

2018 January –
2018 December
Sialkot, Pakistan

Techno Soft, Call Center Representative

- 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.
- I also used Microsoft Office Suite to prepare sales reports, presentations, and other documents.

EDUCATION

2020 September –
2022 August
Sialkot, Pakistan

Masters in English (Linguistics), University of Sialkot

2013 September –
2016 September
Sialkot, Pakistan

Diploma Of Associate Engineer Electrical, Govt. College of Technology

2011 July – 2013 July
Sialkot, Pakistan

Matric in Science, BISE

2007 May – 2011 May
Karachi, Pakistan

Hafiz e Quran, Wafaq Ul Madaris

LANGUAGES

English



Urdu



Hindi



SKILLS

TallyPrime Gold • Hotel Management System • Management Skills • Computer Skills
Microsoft Office • Teamwork • Leadership Skills • Willingness to Learn & Ability
Multilingual

AWARDS

2017

Awarded Laptop on Merit by the Government of Pakistan.

VISA STATUS

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