



Shahul Hameed Afzal

Cashier

PERSONAL

Nationality : Indian
Visa Status : Visit Visa
Languages : English, Arabic,
Hindi, Malayalam,
Tamil, Kannada.

EDUCATION

- B. Com – 2021
GITAM University,
Vishakhapatnam.
- Diploma in Hardware and
Networking
JETKING – Bangalore.
- SAP Material Management
EME - Kochi

EXPERTISE

- MS Office suites
- E-mail Applications and
Internet
- Firewall and Network
Devices
- Team Lead
- Office Administration
- Customer Relationship

PROFILE

Aiming to drive revenue growth and market expansion, I leverage my expertise in strategic partnerships, client retention, and new business acquisition as a Business Development Manager. With a focus on cross-functional collaboration and data-driven decision-making, I consistently achieve sales targets and enhance brand positioning.

EXPERIENCE

Ocean Medical Centre | Doha , Qatar

March 2021 – September 2023

Receptionist

Duties and Responsibilities

- Greeting patients and their loved ones when they come for appointments
- Answering phone calls and emails from patients
- Maintaining an office schedule for other staff members
- Filing medical records and other documents
- Keeping the front desk or office organized and running smoothly
- Scheduling appointments and follow-ups for patients
- Calling patients to remind them of their appointments
- Using a computer, medical office software, and other technology to keep information organized and up-to-date
- Processing payments from patients
- Assisting patients with filling out forms and answering their questions
- Transcribing notes from doctors
- Keeping the waiting and reception areas clean and inviting
- Contacting insurance companies
- Maintaining a working relationship with the medical receptionists at other medical offices or departments

ELECTROMECH ENTERPRISES PVT LTD | Cochin, India **Business Development Manager and System Admin**

Duties and Responsibilities

- Recipient of multiple positive reviews acknowledging dedication to excellent customer service.
- Managed a wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.

CONTACT

- 📞 +971 50 425 2257
- ✉️ Shahulafzal47@gmail.com
- 📍 Dubai

- Created user training hub to the SAP students.
- Managed and developed 10 new employees assigned to shift.
- Responsible for goal setting training career planning.
- Effectively communicated with and supported sales, marketing and administrative teams on a daily basis.
- Directed the creation implementation of a business continuity plan and the management of audit programs.

NKP EMPIRE VENTURES | Bangalore, India

Receptionist

- Welcome guests in a warm and friendly manner.
- Ascertains their lodging, purchasing needs.
- Assists guests and owners in a branded, friendly, proactive, and efficient manner with appropriate follow-up as necessary.
- Knows all essential aspects of our resort or hotel operations.
- Registers guests and manages the rooming chart.
- Collects payments by accepting cash, check, or charge payments from customers; and makes change for cash customers.
- Verifies credit acceptance by reviewing and recording driver's license number; and operating credit card authorization systems.
- Balances cash drawer by counting cash at beginning and end of work shift.
- Monitors lobby and check-in activity to determine room flow.
- Responds to guest inquiries and requests in a timely, friendly, and efficient manner.
- Provides pre-arrival support for guests arriving on packages.
- Facilitates correspondence with guests.
- Acts as the site liaison for the services and sales center.
- Works collaboratively with any resort associates and resources.

DECLARATION

I hereby declare that the above-mentioned statement is correct and true to the best of my knowledge and belief.

Shahul Hameed Afzal