



Umair Shahzad

Food and Beverage Associate

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Damac hills properties1 apartment no 307
building 5/B, Dubai

EXPERIENCE

General Sales Cashier

Faletti's Grand Hotel, Multan

02/2021 - 04/2023

Created and maintained an accurate general ledger, resulting in accurate financial reporting and analysis

Developed and implemented a successful sales strategy that increased sales revenue by 90%

Recover Officer

Shoaib Oil Mills, Multan

12/2017 - 12/2021

Established a comprehensive disaster recovery plan that enabled the company to quickly recover from system outages

Developed a backup and disaster recovery plan that enabled the company to recover from a system outage in less than an hour

Admin Officer

Muhammad institute of medical and allied sciences, Multan

03/2016 - 09/2017

Greeted customers in a friendly and professional manner

Handled customer complaints calmly and professionally, resolving customer issues in a timely manner

Outlet Cashier

Golria Hotel & Apartment, Dubai

11/2012 - 12/2015

Performed cashier duties in a high-volume retail environment, processing up to 100 transactions per shift

Developed and maintained a professional and friendly relationship with customers

EDUCATION

Bahauudin Zakariya University, Multan

2009 - 2011

Master in Mass Communication

Bahauudin Zakariya University, Multan

2007 - 2009

Bachelor's in Arts

SUMMARY

Food and Beverage Associates in the hospitality field are pivotal for delivering exceptional guest experiences. They handle order taking, serving, and payment processing, maintaining a clean dining environment. Effective communication, strong customer service, and menu knowledge are crucial.

SKILLS

Ability to Work Under Pressure

Leadership and Teamwork

Highly Organized

Effective Time Management

Microsoft Office

Time Management

Decision Making

Teamwork

LANGUAGES

English

Arabic

Urdu

CERTIFICATES

Driving License Manual Light

Dubai Govt.

2015

Registration No. p4684

Sales & Marketing

Cluster, Dubai

11/2013

Munish10 PMS

Efficient Solutions

01/2012