



Zaram Baig

Financial
Operations\customer
service

Contact

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Skills

- Customer service
- Multitasking
- Problem-solving
- Teamwork and collaboration
- Cash handling

Personal Details

Date of Birth: 05-04-1986
Nationality: pakistan
Marital Status: Married
Visa Status: employment visa

Languages

English
Upper intermediate (B2)
Urdu
Advanced (C1)

Experienced professional with over a decade of expertise in cash processing, hospitality, retail, and security. Skilled in cash handling, reconciliation Proven track record in customer service, team management, and complaint resolution Known for precision adaptability and delivering results in high-pressure environments."

Work History

2023-07 -
Current

Cash Processing Center Cashier

Brinks Global Services, Dubai, United Arab Emirates

- Accurately count, verify, and reconcile large amounts of cash received from clients, ensuring no discrepancies in transactions.
- Prepare detailed reports of daily cash transactions, discrepancies, and reconciliations to provide to clients and reconciliation.
- Adhere to strict security protocols and industry regulations to safeguard cash and prevent losses or fraud.
- Organize and bundle currency and coins as per company or client requirements, ensuring proper denominations and order.
- Operate cash processing machines, such as currency counters or coin sorters, and report any malfunctions to ensure smooth operations.

2019-12 -
2023-05

Security Officer

Transguard Group, Dubai, United Arab Emirates

- Conduct thorough cabin security searches to ensure aircraft are free of prohibited items before passenger boarding, adhering to international aviation security standards.
- Perform comprehensive passenger and baggage screening at boarding gates, with specialized procedures for high-security flights such as those to United States and Canada.
- Inspect and secure cargo and checked baggage using advanced screening methods, ensuring compliance with safety regulations and preventing unauthorized access.

2017-07 -
2019-04

Cluster Manager

Meat One , Islamabad Pakistan

- Conducted regular performance evaluations for all employees to recognize achievements, address challenges, and facilitate professional growth.
- Developed efficient operational processes to optimize resources and improve overall cluster performance.
- Led training initiatives that enhanced employee skills, knowledge base, and productivity levels across various functions within organization.

2016-06 -
2017-07

Store Supervisor

Meat One, Islamabad Pakistan

- Handled high volume transactions calmly, maintaining composure under pressure and delivering excellent customer service.
- Streamlined workflow by maintaining clean, organized cashier station for smooth operations.
- Balanced multiple responsibilities simultaneously, prioritizing tasks according to immediate needs of restaurant operation

2015-12 -
2016-06

Fast Food Team Leader

Chicking, Islamabad Pakistan

- Developed and coached employees to elevate skills and expertise.

2014-02 -
2015-03

- Maintained cleanliness and organization of dining area, ensuring a pleasant environment for customers.
- Coordinated schedules for team members, considering availability and business needs while maintaining optimal staffing levels.
- Directed food preparation and cooking activities to meet health and safety standards.

Restaurant Cashier

DDK Restaurant , Manama Bahrain

- Handled high volume transactions calmly, maintaining composure under pressure and delivering excellent customer service.
- Balanced multiple responsibilities simultaneously, prioritizing tasks according to immediate needs of the restaurant operation.
- Assisted in menu knowledge training for new employees, contributing to improved team performance.

2009-12 -
2013-09

Restaurant Front of House Supervisor

Bar B Q Tonight Restaurant , Lahore Pakistan

- Responded to incoming guests, telephone calls, and email inquiries with efficiency and professionalism.
- Enhanced customer satisfaction by efficiently handling reservation inquiries and providing accurate information.
- Performed cash handling activities and secured nightly bank deposits.
- Ensured seamless guest experiences by coordinating with Back of House staff to facilitate smooth communication between departments.

2007-04 -
2009-12

Restaurant Cashier

Bar B Q Tonight Restaurant , Karachi Pakistan

- Handled high volume transactions calmly, maintaining composure under pressure and delivering excellent customer service.
- Streamlined workflow by maintaining clean, organized cashier station for smooth operations.
- Balanced multiple responsibilities simultaneously, prioritizing tasks according to immediate needs of restaurant operation.

Education

2011-04 -
2013-06

Bachelor of Arts: Sociology

University of The Punjab - Lahore Pakistan

2006-01 -
2008-01

Associate of Arts: Statistics

Degree Collage Chitral - Pakistan

certifications & trainings

- **SIRA Security License** (Renewed 3 times)
- **Basic Life Support (BLS)** Training
- **Fire and Safety** Training
- **People of Determination** Training
- **Aviation Security Training** – Emirates Group Security: Dangerous Goods Handling
Flight Operations and Cargo Security
ETD Machine Operation