



Curriculum Vitae

ZAINAB RIDA

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OBJECTIVE / CAREER OBJECTIVE

A dedicated professional with over **6 years of experience in Pakistan** and **1 year of ongoing experience in the UAE** in customer service, sales coordination, and administrative roles. Currently working as a cashier in the UAE, I am seeking to leverage my comprehensive skills in a challenging role within an organization that values dedication, integrity, and hard work. My goal is to contribute to the company's growth through my expertise in multitasking, management, and customer-focused service, while continuing to develop my professional knowledge for sustained career growth in the UAE.

WORK EXPERIENCE

Cashier | Kuwait Food Company (Americana Group) In United Arab Emirate

October 2023 – Present

Responsibilities:

- Process customer orders and manage transactions efficiently and accurately.
- Maintain records of cash transactions and balance the cash register at the end of the shift.
- Assist in preparing and packaging food orders according to customer specifications.
- Provide excellent customer service by addressing customer needs and concerns promptly.
- Ensure cleanliness and organization of the work area.

Sales Coordinator | Royalson Hotel

May 2021 – May 2022

Responsibilities:

- Answered inquiries about hotel services, rates, and venue options for clients planning events.
- Prepared and sent proposals for events and hotel services, ensuring accurate information was provided.
- Collected invoices and followed up with clients regarding payments and contracts.
- Assisted the hotel sales manager in researching competitors and updating hotel offerings.
- Maintained relationships with existing clients and assisted in onboarding new clients.
- Helped manage the planning and coordination of events, ensuring smooth execution.

Front Desk Officer | Royalson Hotel

January 2019 – May 2021

Responsibilities:

- Managed online, phone, and in-person room reservations, ensuring accurate and timely booking information.
- Welcomed guests, processed check-ins, provided room keys, and briefed guests on hotel amenities.
- Handled guest payments, both cash and card transactions, efficiently.
- Responded to guest complaints or issues in a professional and friendly manner, ensuring guest satisfaction.
- Assisted guests with local information about amenities, tourist attractions, and services.
- Coordinated with housekeeping and maintenance teams to ensure all guest rooms met hotel standards.
- Supported the planning of VIP services and events, handling special client requests.

Document Controller | Candle International (NGO)

2018 – 2019

Responsibilities:

- Managed the control and distribution of documents related to company projects, ensuring adherence to proper documentation processes.
- Organized and maintained both electronic and hard copy files, ensuring easy access and retrieval.
- Verified that all documentation met required legal and organizational standards.
- Produced documentation progress reports and delivered them to senior managers.
- Collaborated with project teams to ensure that all necessary documents were shared in a timely manner to support project completion.
- Monitored and updated document templates and procedures as needed to align with organizational changes.

Discipline Incharge | Yousra Model High School

2018 – 2019

Responsibilities:

- Led the discipline team to enforce the school's code of conduct and maintain discipline among students.
- Assisted the school head in developing and implementing discipline policies and procedures.
- Handled administrative tasks related to student behavior, including reporting and filing disciplinary actions.
- Briefed the Head of School on any significant disciplinary incidents or concerns about student welfare.
- Worked closely with teachers and parents to address disciplinary issues and ensure student behavior met school standards.
- Organized meetings and workshops to educate students on the importance of discipline and respectful behavior.

Self-Owned Retail Business

6 years of Sales and Retail experience

Responsibilities:

- Managed day-to-day operations of a retail business, including sales, customer service, and inventory management.

- Oversaw staff and ensured high levels of customer satisfaction through excellent service.
- Created and implemented sales strategies to increase revenue and attract more customers.
- Monitored sales metrics and made adjustments to business practices to meet financial goals.
- Handled financial transactions, maintained records of sales, and ensured cash flow was managed effectively.
- Provided personalized customer service and resolved any complaints or issues.

EDUCATION

Bachelor of Arts

University of Haripur | 2018

SKILLS

- Multi-tasking
- Management
- Client-first approach
- Event planning
- Strong communication skills
- Organizational skills

INTERESTS

- Travelling, Driving, Swimming, Reading, Shopping, Gaming

LANGUAGES

- English
- Urdu
- Punjabi
- Pashto
- Hindko

PERSONAL DETAILS

- Date of Birth: 5th December 1997
- Marital Status: Single
- Nationality: Pakistan
- Gender: Female