



# MUHAMMAD AWAIS

Mezairaa Liwa Madinat zayed Abu Dhabi

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## OBJECTIVE

Dedicated and detail-oriented professional seeking a challenging role as a Cashier and Customer Service Representative. A proven track record of efficient transaction handling and a commitment to delivering exceptional customer service

## EDUCATION

- BISE GOJRA PAKISTAN**2011  
intermediate
- PUNJAB UNIVERSITY LAHORE PAKISTAN**2014  
Bachelor in Commerce

## EXPERIENCE

- THE ONE HOTEL PAKISTAN**March 2012 To - April 2013  
**Receptionist**
  - Address guest inquiries and concerns promptly, providing accurate information and solutions.
  - Maintain detailed records of guest interactions, feedback, and issues for continuous improvement.
  - Managed front desk operations, including guest check-ins/check-outs, phone inquiries, and concierge services.
- BANK AL FALAH FAISLABAD PAKISTAN**May 2014 To - July 2015  
**Cashier**
  - Assisted customers with inquiries and provided exceptional service
  - Maintained cleanliness and organization of the checkout area
  - Resolved customer complaints and inquiries promptly, contributing to a positive shopping experience.
  - Maintained accurate cash drawer balances, performed daily reconciliation, and prepared sales reports.
- AL FALAH SECURITY SERVICES**Nov-2016 To - May-2023  
**UNITED ARAB EMIRATES**  
**Security Guard**
  - Provide assistance and directions to employees, visitors, and clients in a courteous and professional manner.
  - Address inquiries and resolve any issues or conflicts that may arise.
  - Maintain accurate records of daily activities, incidents, and surveillance observations.
  - Verify identification and ensure compliance with visitor management procedures.
- KNIGHT BRIDGE SECURITY SERVICES.**23 May 2023 To - Till Present  
**UNITED ARAB EMIRATES .**  
**Security Guard**
  - Control access to the facility by monitoring and authorizing the entrance and departure of employees, visitors, and other persons.
  - Verify identification and ensure compliance with visitor management procedures.
  - Ensure compliance with all safety and security policies and procedures.

## SKILLS

- Problem Resolution
- Risk Assessment/ Prevention
- Camera/ CCTV Surveillance
- Routine Patrols

## ADDITIONAL INFORMATION

- Typing speed of 50 wpm
- Can work with a team
- Suitable to any organization with my teammates
- Can learn new things quickly as possible
- Having UAE experience for 8 Years
- Can Communicate with the people of different nationalities
- Good communication skills
- Work on different locations as a receptionist ,Help Desk and Customer Representative

## LANGUAGE

- English
- Hindi
- Punjabi
- Arabic

## TECHNICAL SKILLS.

- Proficient with MS Office
- Windows XP & Windows 7
- Ms Excel
- Ms Power Point
- Web Developer

## ACTIVITIES

- Reading Books
- Cricket
- Traveling
- Learn Digital Skills

## DECLARATION

I hereby declare that the above information and profile are all true and correct to the best of my knowledge without any forgery.

## SECURITY CERTIFICATES.:

Nsi Certificate  
PSBD License  
First Aid Training