

# MUHAMMAD SOHAIL AHMAD

+971559706573 | sohail.1438@yahoo.com | International city Dubai, UAE

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## CAREER OBJECTIVE

Detail-oriented and tech-savvy professional seeking a customer service position that combines exceptional communication skills with proficiency in computer tasks. Aiming to enhance customer experiences and streamline processes through effective problem-solving and efficient use of technology.

## WORK EXPERIENCE

### Restaurant Cashier

*Kabab Al Awir Restaurant, Al Awir | UAE*

**Dec 2021 - Till the Date**

- Provided excellent customer service by greeting guests and processing orders efficiently.
- Operated Point of Sale (POS) systems to handle cash, credit/debit cards, and digital payments.
- Accurately entered orders into the POS system and issued receipts.
- Managed daily cash register operations, including balancing and reporting.
- Resolved customer concerns professionally to ensure satisfaction.
- Followed all food safety, hygiene, and restaurant policies.
- Assisted in opening and closing duties, including restocking and inventory support.

### CUSTOMER SERVICE OFFICER

*Bank Islami Pakistan Ltd | Pakistan*

**Feb 2021 – July 2021**

- Accurately process transactions, enhancing customer satisfaction and operational efficiency.
- Maintain checkout areas, ensuring a seamless shopping experience and improved workflow.
- Reconcile cash drawers daily, ensuring precise financial records and accountability.
- Analyze product costs to optimize pricing, boosting profitability and sales performance.
- Processed diverse payment methods, ensuring accuracy and enhancing transaction efficiency.
- Managed high-volume transactions, maintaining error-free cash handling and customer satisfaction.
- Reconciled POS reports to minimize discrepancies, demonstrating strong analytical skills.
- Verified cash registers for precise money management, contributing to seamless operations.

### Cashier

*JS Bank Ltd | Pakistan*

**July 2015 – Jan 2021**

- Managed branch operations, resolving issues per bank policies, enhancing customer satisfaction.
- Custodian of vault and ATM backup keys, ensuring security and compliance.
- Issued pay orders and processed remittances, adhering to SOPs, improving transaction accuracy.
- Handled clearing and collection processes, optimizing cash flow and operational efficiency.
- Balanced cash in hand and vault, streamlining processes, boosting financial integrity.

## EDUCATION

**Master in Computer Science (MCS)**

**2015**

Institute of Southern Punjab, Pakistan

## CORE SKILLS

Communication skills, Patience, Problem Solving, Emotional Intelligence, Positive-Attitude  
Point of Sale (POS), Data Entry, Typing Skills, Email & Chat Communication, Operating System  
Time Management, Software Application Proficiency, Attention to Detail, Cybersecurity Basic

## ADDITIONAL INFO

- Passport No
- Visa Type
- Visa Expiry

FY1176652  
Employment (Transferable)  
03-04-2027

## Languages

English, Urdu, Hindi