



Sohail Raza

Nationality: Pakistani **Date of birth:** 10/07/1983 **Gender:** Male

Phone number: [+923336898083] **Email address:** sohailraza801@gmail.com

Whatsapp Messenger & Calling: [+923025447007]

Passport No. : [QG9896551]

Home: Faisal Town Street #1 , 57200 District Sahiwal Chichawatni (Pakistan)

ABOUT ME

- 2 Years working as supervisor/Forman Aluminum and Metal Industries Dubai United Arab Emirates.
- I have 9 years' experience data entry clerk/Office Clerk in Government sector Pakistan.
- 2 years working shift Supervisor/Cashier in Fast Food Restaurant Pakistan.
- 6 years' experience in sales and customer's support.
- Operations with proven leadership skills and strong communication skills. Has led various teams under companies.
- Organized, hard-working professional looking for growth-oriented position in management. Outgoing and collaborative worker, skilled in communication and time management.

WORK EXPERIENCE

Supervisor

Pizza Bites Fast Food Restaurant Chichawatni [10/2022 - 06/2023]

City: Chichawatni **Country:** Pakistan

- Monitoring food preparation, cooking, and service to maintain consistency, quality, and adherence to established recipes and portion sizes.
- Monitoring service times, order accuracy, and customer feedback to identify areas for improvement and implement necessary changes.
- Cash Handling and Financial Management.
- Overseeing cash register operations, including opening and closing procedures, accurate cash handling, and proper documentation of transactions.
- Coordinating with other supervisors and the management team to ensure smooth transitions between shifts and effective communication of important information.
- Resolving customer complaints or concerns promptly and effectively, striving to exceed customer expectations and maintain customer satisfaction.

Supervisor/ Foreman [Temporary Contract]

E-MESH Metal Industry and Manufacturing Company [12/2021 - 08/2022]

City: Dubai industrial city Dubai **Country:** [United Arab Emirates]

- Submit reports on performance and progress on daily basis.
- Identify issues in efficiency and suggest improvements.
- Train new employees on how to safely use machinery and follow procedures.

Supervisor

Al Bayan Electrical Fitting work Sharjah [20/04/2019 -25/04/2021]

City: Dubai *United Arab Emirates*

- Set daily/weekly/monthly objectives and communicate them to employees.
- Organize workflow by assigning responsibilities and preparing schedules.
- Oversee and coach employees.
- Ensure the safe use of equipment and schedule regular maintenance.

Data Entry Clerk

Govt of Punjab School Education Department Govt.Girls Higher Secondary School Gaoshalla

[16/04/2010 – 10/04/2019] **Country:** Pakistan

- Transfer data from paper formats into computer files or database systems using keyboards, data recorders or optical scanners.
- Type in data provided directly from department.
- Create spreadsheets with large numbers of figures without mistakes.
- Verify data by comparing it to source documents.
- Perform regular backups to ensure data preservation.
- Staffing data entering into the Govt.web portal.
- Student's registration entry.
- Student's admission entry on admission portal.

Receptionist/Cashier (Part Time)

Taj Mahal Marriage Hall & Restaurant Punjab [2013 - 2016] **Country:** Pakistan

- Scan goods and collect payments
- Issue receipts, refunds, change or tickets
- Resolve customer complaints, guide them and provide relevant information.
- Greet customers when entering or leaving establishments.
- Maintain clean and tidy checkout areas
- Keep reports of transactions.
- Pleasantly deal with customers to ensure satisfied.
- Counted cash in register drawer at beginning and end of shift.

Housekeeping/ Supervisor

Taj Mahal Marriage Hall & Restaurant Punjab [04/2013 - 11/2013]

Country: Pakistan

- Maintained the cleaning and tidy areas and checkout.
- Handles the staff and addressed resolved.
- Escalated issues to management provide all facilities the customers.

Shift Supervisor/ Cashier

Madina Shopping Center and Fast Food Pizza Hut . [2007 - 2009]

Country: Pakistan

- Supervise and coordinate the activities of the shift team members, including cashiers, cooks, and other front-line staff.
- Assign tasks and responsibilities to team members, ensuring efficient workflow and adequate staffing for various positions.
- Ensure compliance with all operational procedures, health and safety regulations, and quality standards set by the restaurant.
- Train new team members on job duties, safety protocols, and customer service standards.
- Monitor and maintain inventory levels of ingredients, supplies, and equipment, coordinating with the management team for replenishment as needed.
- Conduct regular inspections of the dining area, kitchen, and restrooms to ensure cleanliness and sanitation.
- Ensure accurate cash handling procedures, including cash register operations, cash drops, and reconciliation.

Sales Officer

Asim Garments and Manufacturing company Punjab Pakistan [2003 - 2006]

Country: Pakistan

- Answers questions from clients.
- Makes product knowledge readily available to self and other sales people through various resources.
- Creates a plan for gaining customers and then retaining them based on warranties or guarantees.
- Improved sales processes to streamline customer acquisition and on boarding strategies.

EDUCATION AND TRAINING

Bachelor of Education (B.ed)

Allama Iqbal open University Islamabad Pakistan [22/02/2018]

Address: (Pakistan)

Graduation

Bahauddin Zakariya University Multan Punjab [13/12/2009]

Address: (Pakistan)

Office Management

*Real College Boys & Girls Campus Punjab (Pakistan)
[05/2006 - 04/2008]*

Inter Level

Board Of Intermediate & Secondary Education Punjab Multan [14/08/2007]

Address: (Pakistan)

Secondary School Certificate

Board Of Intermediate & Secondary Education Punjab Multan [05/09/2003]

Address: (Pakistan)

LANGUAGE SKILLS

Mother tongue(s): **Urdu**

Other language(s):

English

LISTENING C1 READING C1 WRITING C1

SPOKEN PRODUCTION B2 SPOKEN INTERACTION B2

DIGITAL SKILLS

Microsoft Office / Microsoft Word / Microsoft Excel / Microsoft PowerPoint / Google Drive / Typing / Documents Scanning / Documentation - Print & Film / Adobe Acrobat management (pdf)