



sahjad3184@gmail.com



9710561342601



Dubai, UAE



15/01/1996



Nepali

## EDUCATION

Bachelor of Business  
Administration, Management  
**Trivuwana university**, Nepal,  
Nepal  
January 2017

Certificate of Higher Education,  
Management  
**Model campus**, Nepal, Nepal  
January 2014

## LANGUAGES

English	C1
Advanced	
Arabic	A1
Beginner	
Hindi	C1
Advanced	
Nepali	B2
Upper intermediate	

# MD SAHJADA ANSARI

## PROFESSIONAL SUMMARY

Experienced Shift Manager highly effective at keeping operations running smoothly and customers satisfied with high-quality, efficient service. Talent for proactively solving problems and keeping team members on task.

## SKILLS

- Inventory control
- Leadership
- Schedule management
- Opening and closing procedures
- Training and Development
- Performance Management
- Engaging leadership style
- Training and mentoring
- Staff motivation
- Task delegation
- Workforce training
- Nepali

## WORK HISTORY

February 2023 - March 2024

**McDonald's - Shift manager**, Doha, Qatar

- Trained and mentored new employees to maximise team performance
- Kept employees operating productively to meet business and customer needs
- Trained new hires and set up mentoring relationships to drive team performance.
- Maintained neat and tidy workstation to promote cleanliness and sanitation guidelines.
- Trained and mentored new employees to maximise team performance.
- Kept employees operating productively to meet business and customer needs.
- Increased team efficiency by analysing staff and equipment performance.
- Led by example and demonstrated company best practices.
- Managed staff schedules, ensuring required coverage to meet shift needs within budget.

April 2021 - January 2023

**McDonald's - Crew trainer**, Doha, Qatar

- Supported teams to achieve shift targets such as service times or waste minimisation
- Greeted customers warmly and provided friendly service, leading crew by example
- Developed employees' skills in new tasks or stations.

June 2019 - May 2021

**McDonald's - Service crew member**, Doha, Qatar

- Guest engagement

April 2017 - February 2019

**Mexican restaurant - Service crew member**, Jeddah, Saudi Arab

- Advised customers on menu items, providing recommendations and addressing allergy concerns
- Kept working area neat by cleaning and organising tools and equipment
- Created lasting first impressions by welcoming and greeting customers promptly.

January 2014 - March 2017

**Nepal book store - Sales man**, Kathmandu, Nepal

- Used outstanding product knowledge, sales and customer relations skills to drive substantial profit increases
- Applied various sales techniques to steadily expand customer bases
- Received stock deliveries, accurately completing paperwork and updating system records.