



MUHAMMAD ABID

DOCUMENT CONTROLLER

WORK EXPERIENCE

HELAL FOODS AND B.B.Q RESTAURANT

DEC 2022 TO AUG 2023

CASHIER AND DOCUMENT CONTROLLER

DERA GHAZI KHAN

- Handling cash transactions from customers, including receiving payments, providing change, and maintaining an accurate cash drawer.
- Managing and organizing important documents related to the restaurant's operations. This might include invoices, receipts, financial records, and other paperwork.
- Taking orders from customers, entering them into the restaurant's ordering system, and ensuring accuracy in meal selections and special requests.
- Ensuring excellent customer service by greeting customers, addressing their inquiries, and providing assistance as needed.

ARFAIN AIR TRAVEL'S (IATA 27343562)

APR 2021-OCT 2022

CASHIER AND BOOKING ASSISTANT

DERA GHAZI KHAN

- Assisting customers in booking travel arrangements, such as flights, hotels, car rentals, and tour packages.
- Handling customer payments for bookings, including cash, credit/debit card transactions, and electronic payments.
- Managing reservations, ensuring accuracy in customer details, travel dates, and preferences.
- Maintaining organized records of bookings, payments, and customer information.

BUKHARI CLINIK

FEB 2018-DEC 2020

RECEPTIONIST AND DOCUMENT CONTROLLER

MULTAN

- Efficiently manage the clinic's front desk, greeting and assisting patients and scheduling appointments.
- Accurately register and maintain patient records, ensuring privacy and confidentiality.
- Coordinate patient appointments and maintain an organized schedule.
- Maintain and organize medical records, ensuring accessibility and confidentiality.
- Verify insurance details, process billing, and handle payment inquiries.
- Serve as the central point of contact, handling phone calls, emails, and patient inquiries effectively.

INTERPERSONAL SKILLS

- Cash Handling
- Document Organization
- Order Processing
- Customer Service
- Attention to Detail
- Booking Assistance
- Reservation Management
- Financial Record Keeping
- Expense Tracking
- Document Control

INHOUSE TRAINING

- **Point of Sale (POS) System:** (Instruction on how to use the restaurant's POS software for order entry and payment processing.)
- **Booking Software:** (Training on using travel booking software to make reservations and manage bookings.)
- **Financial Record Keeping:** (Training on maintaining accurate and organized financial records for the restaurant.)
- **Cash Handling Procedures**
- **Customer Service Training**
- **Invoicing and Billing**
- **Front Desk Procedures :** (Training on efficient front desk management, including appointment scheduling and patient interaction.)

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ABOUT ME

- Proven ability to provide exceptional customer service, ensuring positive experiences for restaurant patrons, travelers, and clinic patients
- Meticulous in tasks, maintaining precision in order processing, financial record-keeping, and document management.
- Proficient in efficiently organizing and managing various records, including invoices, bookings, and medical documents.
- Skilled in accurately processing payments, handling financial transactions, and providing comprehensive documentation for financial integrity."

LANGUAGES

URDU	████████████████████
PUNJABI	████████████████████
SARAIKI	████████████████████
ENGLISH	████████████████████

QUALIFICATION

BACHELOR 2018-2021
COMPUTER SCIENCE
BAHAUDIN ZAKARIYA UNIVERSITY MULTAN

FACULTY OF SCIENCE 2014-2017
PRE ENGINEERING
BOARD OF INTERMEDIATE D.G KHAN

HIGH SCHOOL DIPLOMA 2012- 2014
SCIENCE
BISE DG KHAN

REFERENCES

WILL BE PROVIDED ON DEMAND