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**Muhammad  
Moaen Khurshid**

#### PERSONAL INFORMATION:

Father's name : M. Khurshid Khan  
Date of Birth : 04/1992  
Passport No : NM4129491  
Nationality : Pakistan

#### PROFILE :


Detail-oriented and dedicated professional with over 11 years of extensive experience in front office management, cashier operations, and team supervision. Proven ability to handle administrative tasks, directed teams, and deliver exceptional customer service. Strong leadership skills with a focus on enhancing operational efficiency and customer satisfaction.


#### EDUCATION:

Qualification	Year	Board/Institute
BACHELOR OF COMMERCE	2013	University of Punjab Lahore Pakistan
I.COM	2010	Board Of Intermediate And Secondary Education Mirpur AJK
S.S.C	2008	Board Of Intermediate And Secondary Education Mirpur AJK

#### PROFESSIONAL EXPERIENCE:

Front office supervisor: 07/2021 to Present NEWCASTLE VACATION HOMES LLC, UAE.

Supermarket Branch supervisor: 08/2019 to 06/2021  Earthretail LLC, UAE.

CSA/Lead cashier/ controller: 06/2014 to 07/2019  aswaaq supermarket Dubai, UAE.

Front office supervisor  
New Castle Vacation Homes LLC, (UAE) 07/2021 Present

#### RESPONSIBILITIES:

- Oversee daily operations, ensuring efficient workflow and adherence to company standards.
- Develop and implement operational policies and procedures, improving efficiency by 20%.
- Supervised a team of 23 employees, providing training and performance evaluations.
- Oversaw the reservation system, ensuring accurate bookings and customer preferences are met.
- Supervise and train front office staff to maintain high standards of customer service.
- Handle guests inquiries and complaints, providing effective solutions to ensure guest satisfaction.
- Directed budgets, negotiated contracts, and optimized resources for long-term growth.
- Scheduled employees for shifts, taking into account the guest traffic and employee strengths.
- Coordinate with other departments to meet guests' needs and ensure smooth operations.
- Carried out regular audits to ensure compliance with safety and quality standards.
- Maintain records of guest transactions, room assignments and billing process.
- Implement policies and procedures to enhance front office proficiency.

## Branch Supervisor

**Earth Retail L.L.C (UAE) 08/2019 – 06/2021**

### RESPONSIBILITIES:

- Supervised, train, and motivated staff to ensure high performance and excellent customer service.
- Executed training programs for new staff, increasing upsells, and cross-sells by 15%.
- Provided training and guidance to the staff, ensuring adherence to company policies.
- Scheduled and coordinated work shifts, supervised employee attendance, and monitored staffing needs.
- Oversaw inventory levels and coordinated with the purchasing department for stock replenishment.
- Resolved customer issues related to payments and product returns, ensuring a positive shopping experience.
- Monitored stock rotation, merchandising, and product display to optimize sales.
- Conducted regular audits and assessments to evaluate the effectiveness of the compliance program and identify areas of improvement.
- Tracked and analyzed sales data to identify trends and opportunities for improvements.
- Investigated compliance violations, misconduct, or breaches, and reported the findings to the line manager.
- Analyzed daily sales reports to identify trends and improve revenue, achieving a 13% Increase in sales during peak seasons.

## Customer service assistant/lead cashier

**aswaaq Retail L.L.C (UAE) 06/2014 – 07/2019**

### RESPONSIBILITIES:

- Greet customers warmly and assist them with any inquiries or concerns.
- Provide information on products, promotions, and store policies.
- Provide information on products, promotions, and store policies
- Accurately handle cash, credit, and debit transactions using a POS system.
- Bag groceries efficiently, ensuring fragile items are handled with care.
- Scan items, apply discounts, and process sales quickly and efficiently.
- Monitor stock levels of items near the checkout area.
- Process returns, exchanges, and refunds according to store policies.
- Preparing daily and weekly sales and operations reports for line manager.
- Communicated the goals and feedback to staff and address any operational issue promptly.
- Supervised vendor relations, coordinated deliveries, and negotiated for competitive pricing.

### TRAININGS:

- Customer Service Excellence
- Food Safety and Hygiene
- Health and Safety
- Inventory management

### SKILLS:

- Front office management
- Team leadership and supervision
- Customer service excellence
- Cash handling, sales and reconciliations
- Inventory management
- Training and development
- Time management and multitasking.

### COMPUTER SKILLS:

- |                          |                   |                                     |
|--------------------------|-------------------|-------------------------------------|
| • Microsoft. Excel       | • Microsoft. Word | • Microsoft. Outlook                |
| • MS. Dynamic NAV system | • MS. Dynamic 365 | • Online Home Delivery applications |

### LANGUAGES:

- |           |        |                  |           |
|-----------|--------|------------------|-----------|
| • English | • Urdu | • Arabic (Basic) | • Punjabi |
| • Hindi   |        |                  |           |