



Md Ramzan Sajad

Team Leader/Barista/Cashier/Team Member

Contact

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Flat#30 Room#8
Al-Baraha,
Deira Dubai,UAE

Why Md ?

Energetic Customer Service Representative & Hospitality with 12+ years of experience resolving complex customer inquiries. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement.

Intuitive team player and enthusiastic, focused and committed professional who always willing to accept new challenges with ambition to go an extra mile to achieve best possible result.

Core Strengths & Enabling Skills

- Confidence-Maintaining a positive attitude
- Active listening-understanding customers need
- Rapport building-selling personality
- Resilience-communicating with conviction
- Strong leadership skill
- Strong interpersonal skill
- Up selling
- Exceptional telesales skill
- Solid communication skill
- Adept at complaint resolution
- Ms word,excel,office
- Adobe illustartor
- Adobe photoshop
- Cross-selling

Professional Experience

Northway Management Consultancy Dubai,UAE

Jan2023-Nov 2023

working as Sr Immigration Advisor

Responsibilities:

- Keeping up-to-date with alterations to immigration laws.
- Meeting with prospective and extant clients to gauge which services they require.
- Providing clients with all pertinent documentation. Assisting clients with the completion of paperwork, and ensuring that this is submitted on time.
- Client satisfaction and maximizing monthly sale.
- Examine all Client's travel documents and ensure Checklist is ticked appropriately.
- Maintain electronic and hard copy filing system, perform data entry and scan documents.
- Continually research and be abreast of different Countries' Visa Application process and requirements.
- Ensure that Clients' records and information are kept in the appropriate and allocated Office Cabinet.
- Assist Research and Social Media Unit with information and professional advice when required

DAE Consultants Sharjah,UAE

working as Immigration Consultant.

Mar 2022- 2022

Responsibilities:

- Communicating with clients and understanding their immigration requirements
- Helping clients in gathering and submitting the required documents.
- Keeping up-to-date with the industry changes and any alterations to the immigration laws
- Advising clients on medical checkups and any other procedures required
- Assisting clients in finding appropriate courier facilities or with any other shipping requirements
- Maintaining an accurate record and invoices for the services provided
- Submitting documents to the respective authorities on behalf of clients
- Keeping clients up-to-date with their immigration status and communicating any foreseeable delays

John The Grocer (DXB,T3) Dubai,UAE

Dec 2019-Dec2021

working as Team Member

Responsibilities:

Barista

Cashier

Communicate and facilitate guests with excellent service

Receiving and managing delivery and stocks

The Kitchen Cafe Seremban 2, Malaysia

working as Cashier cum Supervisor

Nov 2017-Oct 2019

Responsibilities:

Perform cashier duties including processing transactions, handling cash, credit, and debit card payments, and ensuring accuracy in all transactions.

Supervise and train cashier staff to ensure efficient and courteous customer service.

Monitor inventory levels of supplies such as coffee, pastries, and other cafe items, and place orders as needed.

Oversee the cleanliness and organization of the cashier counter and cafe area, ensuring adherence to health and safety standards.

Handle customer inquiries, complaints, and requests promptly and professionally, striving to resolve issues to the customer's satisfaction.

Assist in scheduling cashier staff to ensure adequate coverage during peak hours and special events.

Maintain knowledge of menu items, promotions, and special offers to effectively upsell and cross-sell to customers.

Prepare daily cash reports, reconcile cash registers, and deposit cash in accordance with company policies and procedures.

Assist in the development and implementation of operational procedures to improve efficiency and customer satisfaction.

Collaborate with the cafe manager to enforce company policies, procedures, and standards of performance among cashier staff.

Cititel Hotel, Penang Malaysia

Oct 2015-Sep 2017

working as Receptionist

Responsibilities:

Greeting guests as they arrive at the hotel in a friendly and professional manner.

Checking guests in and out of the hotel, processing payments, and providing room keys.

Responding to inquiries from guests regarding hotel facilities, services, and local attractions.

Answering phone calls and directing them to the appropriate department or taking messages as needed.

Handling reservations and cancellations, ensuring accuracy and efficiency in booking procedures.

Assisting guests with special requests or needs, such as arranging transportation or making restaurant reservations.

Maintaining a neat and organized front desk area, including keeping brochures and promotional materials stocked..

360 Revolving Restaurant & Sky Bar, Penang, Malaysia

Head Waiter Cum Captain

Jan2011-Aug2015

Responsibilities:

Supervise and coordinate the activities of the dining room staff to ensure efficient and prompt service to guests.

Train, mentor, and provide guidance to waitstaff on service standards, menu knowledge, and proper etiquette.

Manage reservations and seating arrangements to optimize table turnover and ensure customer satisfaction.

Oversee the setup and arrangement of tables, linens, silverware, and glassware to maintain a clean and organized dining environment.

Greet guests upon arrival, escort them to their tables, and assist with seating arrangements as needed.

Take orders from guests, answer questions about menu items, and provide recommendations based on guest preferences.

Ensure accurate and timely delivery of food and beverages to tables, coordinating with kitchen and bar staff as necessary.

Monitor the quality of service and address any issues or complaints from guests promptly and professionally.

Professional Qualification

Gov. A,I Model High School Bhera,Punjab,Pakistan
Matriculation
GPA 762/850

2005-2007

Punjab College Of Science (Lahore,Punjab,Pakisatn
FSc Pre Medical
GPA 809/1100

2007-2009

Personal Detail

Date Of Birth :	13 Apr 1986
Gender :	Male
Nationality :	Pakistani
Marital Status :	Married
Pasport Number :	BE5577244
Visa Status :	Own Visa
Language :	Urdu,English,Punjabi,Malay

Declaration :

I hereby declare that the above information is true to the best of my knowledge and nothing has been conceled or distorted.

Md Ramzan