



rashidmahmood6001@gmail.com



0528642440



Dubai , United Arab Emirates
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27-06-1999



Pakistani

EDUCATION

BS: Biotechnology
Capital University of Science,
Islamabad, Pakistan, August
2020

FSC(Pre-Medical): Facilitiy of
Science in Medical
Fg Iliqat Ali Collage, Pakistan
, Pakistan, July 2018

CERTIFICATIONS

- **Shift Leadership
Transaction Diploma from
McDonald's**
- **Effective Management
Diploma from McDonald's**
- **Advance leadership
Diploma from McDonald's**

EXTRA SKILLS

- HRMS & Payroll
- Cash Sheet
- My Store (Inventory
management)
- Daily Variance (Ordering and
receiving deliveries)

RASHID MAHMOOD KIYANI

PROFESSIONAL SUMMARY

Dedicated fast-food worker with strong customer service skills and a proven ability to handle high-pressure situations. Efficient in order taking, food preparation, and maintaining a clean and organized work environment. Demonstrated teamwork and adaptability in a fast-paced setting.

SKILLS

- Department management
- Outstanding customer
- Service
- Inspiring leadership
- Target motivated
- Operational support
- Inventory control
- Training and development
- Sales monitoring
- Production reporting
- Orienting and training
- Customer Service Excellence

WORK HISTORY

July 2022 - October 2023

Charleys Philly Steaks - Restaurant cashier, Dubai , United Arab Emirates

- Educated customers on promotions, offers and special events to enhance product sales.
- Handled cash and card payments with precision, maintaining customer confidentiality and discretion throughout.
- Completed opening and closing procedures each day.
- Delivered outstanding customer care with proactive sales and listening skills.

March 2020 - February 2022

McDonald's - Assistant manager, Islamabad , Pakistan

Team Leadership: Led and motivated a team to ensure smooth McDonald's restaurant operations.

Customer Service Focus: Prioritised exceptional customer service to enhance the overall dining experience.

Operational Excellence: Maintained high standards in food preparation, inventory management, and workflow efficiency.

Training and Onboarding: Successfully trained new employees, ensuring a thorough understanding of company policies and procedures.

May 2019 - August 2020

McDonald's - Training Swing Manager, Islamabad, Pakistan

- Designed training modules for strategic business practices and organisational behaviour training concepts.
- Delivered in-depth training to customer-facing staff, promoting strong service performance.
- Purchased required quantities of necessary restaurant items, including food, beverages, equipment and supplies.

July 2018 - April 2019

Save Mart Super Market - Cashier, Rawalpindi, Pakistan

- Checked notes with money checking pens and examined coins carefully to spot and refuse counterfeit currency.
- Delivered outstanding customer care with proactive sales and listening skills.

May 2017 - June 2018

Imtiaz Super Market - Cashier, Islamabad, Pakistan

- Operated cash registers with proficiency during high-volume shopping times, reducing customer queues
- Performed accurate cash counts at store opening and closing
- Used cash registers and POS systems to request and record