

Syed Abdul Wahab



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About me:

Driven and versatile professional with over 8 years of comprehensive experience in the fast-food industry. Passionate about leveraging extensive knowledge in a multinational context, I seek a dynamic career that thrives on challenges, encourages continuous learning, and promotes career advancement, fostering the acquisition of new skills and expertise.

WORK EXPERIENCE

Dec 2021 – Sept 2024 – Lahore, Pakistan
SHIFT MANAGER – McDonald's Pakistan

- Preparing sales reports, logbooks, requisition forms, and wastage sheets to track daily team performance for a team of over 50, using M-SMS, CRM, and ERP systems, improving operational accuracy by 60–70%.
- Supervising food preparation and presentation for 500+ customers daily, ensuring a 95% customer satisfaction rate, and optimized staffing levels to meet service, operational, and financial goals.
- Ensured 100% compliance with food and beverage policies while developing and managing a team of crew and managers.

Nov 2020 – Dec 2021 – Lahore, Pakistan
SWING MANAGER – McDonald's Pakistan

- Led teams of 50+ members, managed inventory for 30+ items, ensured customer satisfaction, and handled cash operations.
- Recognized for outstanding performance and awarded a tie upon promotion, achieving a 20% increase in team productivity.

July 2018 – Nov 2020 – Lahore, Pakistan
TRAINEE SWING MANAGER – McDonald's Pakistan

- Gained shift management skills, overseeing operations to ensure smooth service for 500+ customers and their satisfaction.

Jan 2018 – July 2018 – Lahore, Pakistan
RIDER TRAINER – McDonald's Pakistan

- Trained and managed delivery riders, ensuring 98% on-time deliveries and improving efficiency using effective techniques.

June 2015 – Jan 2018 – Lahore, Pakistan
DELIVERY RIDER – McDonald's Pakistan

- Ensured timely and accurate delivery service while maintaining a customer satisfaction rate of 80–90%.

EDUCATION

August 2021 – Lahore, Pakistan
FACULTY OF ARTS (GENERAL) – AIOU ISLAMABAD

March 2015 – Lahore, Pakistan
MATRICULATION – The Knowledge School

PROFESSIONAL EDUCATION

McDonald's Pakistan

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|---|-------------------------|
| • Certification of Safety and Security on Shifts | 2022 – Lahore, Pakistan |
| • Certification of Digital Food Safety for Shifts | 2022 – Lahore, Pakistan |
| • Certification of Food Safety for Shifts | 2022 – Lahore, Pakistan |

2021 – Lahore, Pakistan
DIPLOMA IN ELECTRONICS PUBLISHING TECHNOLOGY – PBTE

2018 – Lahore, Pakistan
DIPLOMA IN GRAPHIC DESIGN (PRINT MEDIA) – PBTE

ACHIEVEMENTS

McDonald's, Pakistan

- World Food Safety Day 2024 "Winner" as the leading restaurant in upholding the best practices of Food Safety Culture.
- Scored 95% marks on Shift Management Excellence course and received "Archive Award" from National Training Manager

LANGUAGE SKILLS

Mother tongue(s): **URDU** Other language(s): **ENGLISH**

DIGITAL SKILLS

Illustrator | Corel Draw | Photoshop | In Page | Word | Excel (Advanced)