



Electra Street, Abu Dhabi UAE



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GENERAL SKILLS

- Information Management
- Accounting
- Scheduling
- Typing (80 WPM)
- Business Writing
- Microsoft Office
- Microsoft Word

SOFT SKILLS

- Conflict Resolution
- Communication
- Professionalism
- Efficiency

Language

English _____
Urdu _____
Arabic _____

WASEEM AKRAM

Detail-oriented receptionist with 6 years of experience in customer service. Efficient in performing the administrative and front-desk tasks of large-scale offices. fluent in English, Arabic, Urdu and proficient in MS office Suite.

Experience

• Receptionist

Quicksand Delivery Services LLC Abu Dhabi, UAE (APL/2022 to Continue)

• Driver

GCC Golf Construction Company Tabuk, Saudi Arabia (FEB/2019 –MAR/2021)

• Receptionist

City Hospital Multan, Pakistan (FEB/2017-DEC/2018)

Successfully managed information using Athena Clinical software, including sign-in, patient records, orders, and billing with 100% accuracy.

Handled incoming and outgoing telephone calls with an overall customer satisfaction score of over 95% in 2017 and 2018.

Handled successfully 100+ phone calls daily with no complaints during the 2 years.

Greeted patients, signed them in, and directed them to their destination.

Performed administrative and clerical tasks.

• Assistant Branch Manager

Univer Group (pvt) Lahore, Pakistan (FEB/2012-DEC/2015)

Supported the General Manager in managing restaurant operations and ensuring smooth service by completing team member responsibilities.

Lead other team members via motivation, delegation, and instruction. Interviewed, hired, and trained over 15+ new team members.

• Restaurant Crew Member

Wild Rice Restaurants Islamabad, Pakistan (JAN/2014-JAN/2015)

Promoted to assistant supervisor after one year.

Controlled financial performance of responsibility in kitchen store import.

Multi-tasked by flexibly fulfilling necessary roles.

• Culinary catering/ Waiter Head

Royal Swiss international Hotel Allama Iqbal International Airport
Lahore, Pakistan (2012-2013)

I supervised the daily operations of the restaurant. I supervised and trained waiter Team. I helped menu planning as per the customer wishes and maintained cleanliness standard. I was also responsible for continuously improving server, guest, and employees satisfaction on the floor during peak dining hours, and controlling financial performance in areas of responsibility.

Education

2006-2010 (Primary) Zeshan Public School Chowk Azam, Layyah

2006-2010 (Metric) Millat Public High School Chowk Azam, Layyah.