

# CURRICULUM VITAE



**L.M .MOHAMMED FOWZI HUSSAIN**  
Street 35, Villa 5, Jumeirah2, Dubai, UAE.  
Mob: 0505613677  
Email:fowzihusain@gmail.com

## **Career Objectives:**

To be able to provide the highest level of hospitality to customers by ensuring service as per international standards to achieve maximum satisfaction and organizational profitability in an atmosphere of high employee morale and to continue my management career with potential growth and increased responsibilities.

## **Work Experience**

- **Customer Service Representative – Beach Attendant & Cashier**  
La Mer - Merex Investment (Previously Meraas Holding), Dubai  
September 2017 to Present
  - Working as Cover Supervisor at Sea Breeze La Mer since October 2020
  - Operating cash registers and large quantities of revenue
  - Carrying out daily tasks under direction of Manager
  - Ensuring the facilities and rentals are clean and organized, rectifying any issues quickly and without affecting operation.
  - Adhering to the safety standards and reporting/rectifying hazards
  - Ensuring excellent levels of customer service as per company standard
  - Working towards achieving consistent 100% Mystery Shop on a monthly basis
  - Undertaking security duties of the beach
  - Co-ordinating with other departments such as Customer Service, Security &

## **Achievements:**

\*Won company employee of the month for May 2021

- **Guest Service Representative**  
Green Planet – Meraas Holding, Dubai  
May 2016 to September 2017
  - Greet and direct customers whilst providing accurate information (e.g. product features, pricing and after sales services)
  - Answer customers' questions about specific products/services and conduct price and feature comparisons to facilitate purchasing
  - Inform customers about discounts and special offers
  - Provide customer feedback to Management
- **Food & Beverage Cashier**  
Yas Waterworld & Ferrari World – Farrah Experiences, Abu Dhabi  
2012 to 2016
  - Delivering an exceptional cashier service through excellent customer servicing, sales, and transaction processing
  - Operating cash registers and large quantities of revenue
  - Working efficiently under pressure.
  - Identifying common fraud/errors/irregular transactions
  - Using hands to scan items, operate the cash register, and bag orders. Identifying and addressing customer needs.
  - Building and maintaining good relationships with customers.

## **Achievements:**

\*Won ownership award for month of May 2013 for best seller

\*Won overall ownership award of Year 2013

\*Nominated for Entertainer of the year 2014

- **Barista**

Starbucks coffee shop MH Alshaya, Kuwait  
2009 to 2011

- Preparing and serving hot and cold drinks such as coffee, tea, artisan, and specialty beverages
- Cleaning and sanitizing work areas, utensils, and equipment
- Cleaning service and seating areas
- Describing menu items and suggesting products to customers
- Servicing customers and taking orders
- Ordering, receiving, and distributing stock supplies
- Receiving and processing customer payments

**Achievements:**

\*Won best upseller for month of April 2011

**Educational Qualification**

Higher Secondary School Certificate

**Trained in**

- HABC Level 2 International Award in Pediatrics First Aid
- Fire & Safety
- Telephone handling
- Basic food hygiene
- Up-selling
- Handling Reservation and Complainants
- Manual handling training
- Buggy driving

**Personal Details**

Civil Status: Married

Nationality: Indian

Religion: Muslim

Languages: English, Hindi, Arabic, Tamil

**References**

**Samuel Lenny (Senior Officer - Operations)**

**058 521 7443**

**Merex Investment**

**Ayub (Mall Officer)**

**055 761 5401**