***ARSHAD MEHMOOD*** **

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**Personal Summary**

To secure a career in a reputed organization which appreciates professional approach to customer service and hard work. I hope to utilize my knowledge, decision-making ability and analytical mind to contribute towards fulfilling the standards of service offered by your company. A strong and calm communicator in three languages.

**EXPERIENCE:**

* ***Self Employed in “Ladies Boutique Business” in Pakistan (from April 20017 to Aug 2019)***
* ***Worked as a Store Keeper in Panorama Habara Group, Bahrain from (Oct 2013 to Jan 2017******)***
* ***Worked as a Customer Service Assistant at Tesco, London, Uk. from (Aug 2010 to Aug 2011).***
* ***Worked with Panorama Hotel, Bahrain as different positions from (Aug 2004 to July 2009) as a***
* ***Outlet Cashier***
* ***Admin Clerk***
* ***Worked with Dalil Money Exchange Manama as a cashier, from (Mar 2001 to July 2003)***

***Duties & Responsibilities:***

***As a Store Keeper:***

* Negotiate with suppliers and prepare price comparisons.
* Prepare and process requisitions and purchase orders for supplies and equipment.
* Determining quantity and timing of deliveries.
* To ensure at least three quotations has been collected of a particular product.
* Assisting Cost Controller in monthly Physical Stock taking of all Food and Beverage Outlets, including Main Store.
* Receiving goods as per invoice and entering in material control system on daily basis.
* Issuing transfer and entering in material control system.
* Maintaining FIFO method and checking the expiry, breakage of all the items.
* Keeping store clean and tidy.

***As a Cashier & Customer Service Assistant:***

* To provide personalized and excellent customer service to all the customers.
* Handling telephone calls in a professional way.
* Punching kots and bots in pos and making bills accordingly.
* Handling cash and taking shift end report and writing cash and credit card summary.
* Handling customer’s complaints in a professional way.
* Prompt response to customer inquiries.
* Assisting other staff on duty.

**EDUCATIONS AND QUALIFICATIONS:**

* Diploma in Hotel Management from West London College, London, UK.
* Bachelors of Commerce, University of Karachi, Pakistan.

**OTHER ACHIEVEMENTS:**

* Hands-on experience of Ms. Word & Excel.
* Business English Diploma (Level 3).
* Hands-on experience of Material Control System, Micros, and IDS.
* Languages Known: English (Fluent), Urdu (Fluent), Arabic (Advanced).

**PERSONAL INFORMATION:**

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| --- | --- |
| Nationality: | Pakistani |
| Religion: | Islam |
| Date of Birth: | 04th​ ​March 1978 |
| Marital Status: | Married |

**INTERESTS:**

Reading various non-fiction literature including current affairs and quiz books. I also enjoy watching cricket and football.

References and testimonials can be obtainable at request.