



SHERAZ QAISER GHAZI

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Address: Muscat, Oman (Home)

● ABOUT ME

I am a dedicated, organized and methodical individual. I have good interpersonal skills, am an excellent team worker and am keen and very willing to learn and develop new skills. I am reliable and dependable and often seek new responsibilities within a wide range of employment areas. I have an active and dynamic approach to work and getting things done. I am determined and decisive. I identify and develop opportunities.

Holding Valid UAE and Oman Driving License

● WORK EXPERIENCE

10/11/2023 – 25/03/2024 Lisbon, Portugal

FRONT OFFICE RECEPTIONIST ALFAMA APARTMENTS HOTEL

Guest Check-in and Check-out:

- Welcoming guests upon arrival, registering them, and assigning rooms.
- Processing payments, including handling cash and credit card transactions.
- Providing guests with information about the hotel's facilities and services.

Reservations:

- Taking reservations by phone, email, or in person.
- Managing room inventory to ensure maximum occupancy and efficiency.

Customer Service:

- Responding to guests' inquiries and requests promptly and professionally.
- Resolving guest complaints and issues effectively.
- Anticipating guest needs to enhance their experience.

Communication:

- Liaising with other departments (housekeeping, maintenance, etc.) to ensure guest needs are met.
- Transmitting messages accurately to guests and other departments.

Administrative Tasks:

- Maintaining guest records and updating information in the hotel's reservation system.
- Handling paperwork such as registration cards, invoices, and other forms.

Safety and Security:

- Ensuring adherence to hotel policies and procedures regarding safety and security.
- Responding to emergencies and following appropriate procedures.

11/08/2015 – 31/10/2023 DUBAI, United Arab Emirates

LOGISTIC ASSISTANT ORIENT ENERGY SYSTEMS FZCO

- Handling Spare Parts Inventory of Power Generation Equipments, GENSETS Waukesha and Jenbacher
- In/Out Process in ERP Microsoft Dynamics AX 2012,
- Purchase Order Generation, GRN Generation, Movement Journal, Inventory Transfer Journal, Maintaining Inventory Bin Locations, posting final Invoices,
- Generating reports.
- JAFZA Customs, Clearing of Inbound and Out shipments
- Handling Dubai Trade Portal, Visa, and other day to day staff documentation
- Assisting Warehouse Manager and Assistant Manager, and all warehouse staff
- Handling LC's Documents and Submitting to bank,
- Dealing with Chamber of Commerce for Certificate of Origins.
- Record keeping and preparing detailed report for all inbound shipments and PDI
- Managing day to day affairs of warehouse

MANAGER SALES & TECHNICAL SOLUTIONS AL-MADINA ENTERPRISES

- Dealing with managerial tasks
- Reporting to DIRECTOR
- Leading 6 members in team of IT engineers, Hardware, Software and Infrastructure
- Aligning person to JOBS on daily basis as troubleshooting tickets generated
- Guiding persons if and where needed expert advice on solving problems and issues
- Direct interactions with clients with whom SLA's are agreed
- Handling remote sessions to client locations for solving problems
- Designing infrastructure-based solutions, SMB's or Enterprise level
- Designing Technical Solutions for clients, SERVER BASED, NETWORKING LEVEL, STORAGE and PRINTNG Solutions
- Suggesting clients for their needs in IT, and delivering best possible and cost-effective solutions
- Complete setup and Installation costing
- Assisting team persons for them to achieve their task with best possible service
- Educating team members with new technology and devices introduced from vendor to keep them up to date
- Handling major accounts like BANKS and PHARMA industry and maintaining their SLA's
- Attending seminars and conferences on technology update and boot camps (HP, MICROSOFT, DELL and INTEL)
- Dealing with vendors and local suppliers for pricing and best available product for client needs
- RMA's and clients warranty claims
- Generating weekly based reports
- Participating in TENDERS for BULK orders and Services

01/02/2007 – 08/11/2013 Karachi, Pakistan

TEAM LEADER SALES / IT MANAGER CARACHI MOTOR COMPANY

Key Profile as Team Leader Sales:

- Leading Sales Team of SIX Sales Executives of Front Sales desk as Team Leader Sales.
- Working on DIMS Software (Dealer Information Management System) and CRM provided by Pak-Suzuki Motor Co. For data management and reporting.
- ISO-Implementation and audit knowledge.
- Dealing with Walk-in Customers, briefing them about the product line of Suzuki vehicles.
- Complete knowledge of Suzuki Vehicles and their technical aspects.
- Assisting Customers for after sales services, and body shop.

Key Profile as IT Manager:

- Managing networking structure, Maintenance of Pc's on weekly basis.
- Server 2008 maintenance installation and server integrity watch.
- Self-developed and maintained Carachi Motor website, <http://www.carachimotors.com>.
- Generating and submission of reports from all departments, through SQL server and sending them to Pak Suzuki on monthly basis.
- Implementation of SQL database scripts received time to time from Pak Suzuki, ensuring the smooth running of Server based application for dealership.
- Attending IT conferences hosted by Pak Suzuki and training staff about necessary changes and new features added by the Pak Suzuki in software's.

01/12/1999 – 01/08/2006 Dubai, United Arab Emirates

SALES MANAGER 4-LINK GROUP – JEBEL ALI

- Managing Sales Territory (Pakistan, CIS), placing orders of demanding Products direct with vendors.
- Products knowledge of HP, INTEL, SEAGATE, CREATIVE, EPSON, SAMSUNG
- Export of computer products from Jebel Ali to Pakistan, Business Trips to Pakistan to generate new markets and customers for every new launched Product.
- Handling all the RMA Returns, checking and placing warranty with vendors and ensuring that it will reach back to customers on time.
- Import and export documentation with the duty clearance

01/12/1997 – 20/11/1999 Dubai, United Arab Emirates

SENIOR SALES EXECUTIVE PERIPHERALS GULF LIMITED - JEBEL ALI

- Handling Sales Territory (Pakistan) and Marketing of all the new products in Pakistan which was launched by vendors.
- Reports Directly to Director of the Group, for the sales and Marketing issues.
- Customer Service and Support which include RMA on time and was handling all the invoices and Accounts of the customers keeping full records in all the formats, doing invoicing and LC's and dealing with bank regarding LC issues.
- Dealing with cargo agents for shipments via Air and Sea

- Managing Sales and Jebel Ali Customs related Documents, which are of Jebel Ali Customs clearing and duty paid documents and Special approvals from the management for priority shipments to all the potential customers to ensure better delivery.
- Export of the IT products HP, Intel, Seagate, Creative, Epson, Samsung, Diamond, US-Robotics, 3-Com, Palm Devices Etc.

05/05/1994 – 30/05/1995 Karachi, Pakistan

JUNIOR MANAGER PERSONNEL DEPARTMENT LEVER BROTHERS PAKISTAN LIMITED

- Assisting the Personnel Department and Senior Managers with various recruitment procedures and appointing the contract base employees for the new project.
- Handling all the details of existing employees more than 900 data files and their job history to ensure that all the information needed by the personnel department will be ready on time.
- Making internal flyers and information brochures, for distributing internally. • Project Handled, (Walls Ice-Cream Factory, Lahore, Pakistan).

● **EDUCATION AND TRAINING**

02/03/2011 – 21/02/2014 Lahore, Pakistan

3 YEARS / DIPLOMA OF SCIENCE IN SUPPLY CHAIN AND LOGISTICS MANAGEMENT (SCLM) ROYAL BOARD OF INFORMATION & TECHNICAL SCIENCES

10/06/1993 – 09/06/1995 Karachi, Pakistan

HIGH SCHOOL CERTIFICATE IN SCIENCE THE VITAL YEARS HIGH SCHOOL

● **LANGUAGE SKILLS**

Mother tongue(s): **URDU**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● **HONOURS AND AWARDS**

Certification and Appreciation

- Pak Suzuki Hosted Mega Campaign in May-2011, throughout Pakistan – Certificate of appreciation awarded by Pak Suzuki Motor Company, for active participation and for best efforts for making the two days of campaign successful
- Letter of Appreciation from Pak Suzuki Motor Company, for efforts in promoting CRM (customer relations management software)
- IT Coordinator's Conference and Skill Contest 2011 – Certificate of participation in Regent Plaza Hotel –Karachi, conducted by "Pak Suzuki Motor Company Limited" for IT Managers Assisting Dealerships.
- IT Coordinator's Conference 2010 – Certificate of participation in Ramada Hotel – Airport Karachi conducted by "Pak Suzuki Motor Company" for IT professional's Assisting Dealerships
- Suzuki Carachi Motors - Awarded with "EFFORT RECOGNITION" in 6 months after joining by the management of Suzuki Carachi Motors, on 4th August 2007, at the inauguration ceremony of new Auto Body Center at Bin-Qasim, Karachi, Inaugurated by the Managing Director of "Pak Suzuki Motor Company"
- Head of the School Badminton team, Karachi - Pakistan (Aug 1993) Awarded with the Performance Certificate from School for Best in Badminton

● **IT SKILLS**

Hardware and Software

- Microsoft Dynamics AX, Database, and Inventory Systems,
- Microsoft Visual Studio 2012 and SQL Server 2016, Developing Windows Applications
- PIC Microcontroller programing and circuit development.

- Assembling and Repairing of Computer Hardware and Peripherals. Including Monitors, Power supplies, CD- ROMs, Printers, Scanners and Notebooks (Laptops).
- All kind of Troubleshooting of Computers.
- Windows Based Networking, LAN, WAN, Wireless access, for office and home (Cisco and Avaya)
- Installation of OS and Other related Software's, Windows Operating System (Server 2000, Server 2003 / Server 2008 / Server 2012, XP, Vista, Windows 8, SQL, IIS)
- Creation of Active Directory, Domain Controllers, Microsoft Exchange, ODBC, VPN, Terminal services / Remote Desktop configuration in Windows Operating System (2000, XP, Vista, 7, Server 2003 / 2008) & MAC OSX
- Photoshop CS Suites, Microsoft Web Expressions, CAD Software's, Database's, JD Edwards, Accpacc, DMIS, • CRM, and can work on any Management and Inventory system.
- Cloud Data Handling
- Office 365 complete

● **HOBBIES AND INTERESTS**

Automobile

SKILLED:

- AUTOMOTIVE EXPERIENCE 20 YEARS (ALL VEHICLES) electrical and Mechanical troubleshooting / hands-on experience working with OBDII/CAN by using industry popular software and devices,
- Reading codes resolving issues with sensor related to codes which came due to faults either wiring damage or sensor itself, complete wiring fault finding, also CAN data errors and faults for all modules in a car,
- Re-wiring damage harness,
- MECHANICAL troubleshooting of faults, suspension, engine, transmission and body, BRAKE service, steering rack service electric or hydraulic.
- Working on mentioned areas from last 5 years as part time in BADLANDS garage-DUBAI-UAE