



# HAREES HAMSA

ALL KIND OF OFFICE WORKS  
RECEPTION cum CASHIER and  
BASIC ACCOUNTS

## PROFILE

Responsible for managing the workflow and training new hires on how they can best serve customers and teams of employees. They also create schedules that keep everyone busy with deadlines met to prevent gaps or downtime while giving direction and feedback about what needs improvement. Often the first person customers or clients will speak to when walking through the door or calling the number. Besides representing your company and its culture, and also manage the front office and assist in general administrative tasks, such as handling the incoming mail or scheduling meetings to ensure smooth day-to-day functioning of the office.

## CONTACT

PHONE:  
+968 7821 5152

EMAIL: [hareeshamsa21@gmail.com](mailto:hareeshamsa21@gmail.com)

## EDUCATION

### AKBAR ACADEMY (Diploma )

Jan-2016 – Dec 2016

DIPLOMA IN TRVL & TOURISUM (IATA)

IATA UFTA -TRAVEL AGENT AND AIRPORT GROUND STAFF-WIDE  
RANGE OF AVIATION SPECIALIZATIONS

### HSC BOARD EXAMINATION

Pass out 2013

HSC BOARD EXAMINATION (subject commerce)

### SSLC

Pass out 2010

SSLC BOARD OF PUBLIC EXAMINATION KERALA

## WORK EXPERIENCE

### MY WAY HEALTHY RESTAURANT (Muscat Oman)

#### Receptionist Cum Branch Manager

12<sup>th</sup> Feb 2020 – 30<sup>th</sup> Jun 2022

Deliver superior service and maximize customer satisfaction

Respond efficiently and accurately to customer complaints

Regularly review product quality and research new vendors

Organize and supervise shifts

Appraise staff performance and provide feedback to improve productivity

Estimate future needs for goods, kitchen utensils and cleaning products

Ensure compliance with sanitation and safety regulations

Manage restaurant's good image and suggest ways to improve it

Control operational costs and identify measures to cut waste

Create detailed reports on weekly, monthly and annual revenues and expenses

Promote the brand in the local community through word-of-mouth and restaurant events

Recommend ways to reach a broader audience (e.g. discounts and social media ads)

Train new and current employees on proper customer service practices

Implement policies and protocols that will maintain future restaurant operations

### SHABABY INTERNATIONAL (Muscat Oman)

#### Accounts Cum Office Administrator

14<sup>th</sup> Jul 2019 – 10<sup>th</sup> Feb 2020

Assist construction project managers to estimate and adhere to proper budgets, create project schedules, and communicate project updates

Direct subcontractor, vendor, and supplier process by assembling bid packages

including scope of work, bidding process, and needed construction documents

Maintain accurate work logs of construction activities, job information sheets, and project team rosters

Oversee construction contract administration and submittal log processes to ensure that the contract document requirements are met throughout the construction experience

Enforce quality control process measures that ensure compliance with contracts, building, and code regulations

Perform cash management, payroll, and billing tasks - prepare invoices,

subcontracts, change orders, work orders, purchase orders, and punch lists

Assemble the closeout package including maintenance agreements, equipment information, warranties, and contractor contact information

### ASSOCIATED TRADE CARRIERS (Kerala, India)

#### Office Administrator

16<sup>th</sup> Nov 2017 – 30<sup>th</sup> Nov 2018

Scheduling transportation services, planning routes, and assigning drivers.

Developing and implementing improved transportation administration policies and procedures.

Processing shipping documents, including bills of lading.

Managing budgets, as well as processing purchase orders and payments.  
Monitoring drivers' logbook entries and performing payroll administration.  
Liaising between managers and drivers, as well as collaborating with other departments to optimize transportation services.  
Planning routes and preparing schedules, as well as tracking and reporting progress with orders.  
Handling customer queries and escalating serious complaints to management.  
Complying to transportation regulations and company policies.

### AKBAR TRAVELS (Kerala, India)

#### Ticketing And Travel Agent

06<sup>th</sup> Jun 2016 – 06<sup>th</sup> Dec 2016

Plan and sell transportations, accommodations, insurance and other travel services  
Cooperate with clients to determine their needs and advise them appropriate destination, modes of transportations, travel dates, costs and accommodations  
Provide relevant information, brochures and publications (guides, local customs, maps, regulations, events etc) to travelers

Book transportation, make hotel reservations and collect payment/fees  
Use promotional techniques and prepare promotional materials to sell itinerary tour packages

Deal with occurring travel problems, complaints or refunds  
Attend travel seminars to remain updated with tourism trends  
Enter data into our software and maintain client files

Network with tour operators  
Maintain statistical and financial records  
Meet profit and sales targets

### SUPERMARKET (Kerala, India)

#### Sales Man & Cashier

01<sup>st</sup> Mach 2014 – 30<sup>th</sup> Jul 2015

Provides a positive customer experience with fair, friendly, and courteous service.  
Registers sales on a cash register by scanning items, itemizing and totaling customers' purchases.

Resolves customer issues and answers questions.

Bags purchases if needed.

Processes return transactions.

Itemizes and totals purchases by recording prices, departments, taxable and nontaxable items; and operating a cash register.

Enters price changes by referring to price sheets and special sale bulletins.

Discounts purchases by redeeming coupons.

Collects payments by accepting cash, check, or charge payments from customers and makes change for cash customers.

DATE OF BIRTH : 21.03.1996

GENDER : MALE

RELIGION : ISLAM, MUSLIM

MOTHER TONGUE : MALAYALAM

LANGUAGES KNOWN : ENGLISH, HINDI

NATIONALITY : INDIAN

PASSPORT NO : M 6975355

PASSPORT EXPIRY : 09/03/2025

## SKILLS

Leadership experience.and staff manging

80%

Computer proficiency.

99%

Problem-solving abilities.

75%

Communication

88%

Multi-line phone

88%

MS Office

99%