



PROFILE

Result-driven individual having diverse experience in fast-paced environments. Proven expertise in operations management, team leadership, and delivering exceptional guest experiences. Skilled in cost control, staff training, and implementing innovative strategies to boost efficiency and profitability. Passionate about creating a welcoming atmosphere and maintaining standards.

CONTACT

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WEBSITE:

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SKILLS

- Microsoft Advance Excel
- Office Administration
- Power Point Presentation
- Social Media Marketing
- Canva
- Photoshop
- Cost Control
- P&L Management
- CRM
- Profitability Optimization

CERTIFICATIONS

- Fundamentals Of Digital Marketing
- Growth Strategies for Business
- Digital Marketing Touch Point Analysis for Businesses
- Business Analysis Foundation
- Basic of Project management
- Performance Management
- Creating Compelling Reports
- Engaging Stakeholder for Success
- Brand Management

MAQSHUD AHMED

Customer Service Specialist | Office Administration | Public Relations
| Restaurateur | Social Media Marketing | SEO | SEM

EDUCATION

Bachelor of arts (English Honors) - Subharti University (Final Year)
Higher Secondary - West Bengal Board of Higher Secondary Education

WORK EXPERIENCE

Peets Coffee, UAE - Supervisor – Sep'24 to Present

- Oversee daily operations to ensure smooth service and customer satisfaction.
- Manage staff scheduling, training, and performance evaluations.
- Ensure adherence to health, safety, and hygiene regulations.
- Monitor inventory levels, placing orders to avoid shortages.
- Address customer complaints and resolve issues promptly.
- Collaborate with the kitchen and service teams to maintain service standards.
- Analyze sales data to implement strategies for revenue growth.
- Maintain financial controls, including cash handling and budget adherence.
- Enforce company policies and procedures.
- Drive team motivation and foster a positive work environment.

Global Travel Xpert - Travel Advisor - Australia Process - Feb'24 to Aug'24

- Researching and recommending destinations, accommodations, and activities.
- Providing detailed travel itineraries and ensuring accuracy of bookings.
- Advising on travel requirements such as visas, insurance, and vaccinations.
- Staying updated on travel trends, regulations, and safety protocols.
- Resolving travel issues or changes, such as cancellations or delays.
- Offering cost-effective travel solutions while maintaining quality.
- Ensuring customer satisfaction and building long-term relationships.
- Managing travel budgets and payments
- Promoting travel packages and destinations to boost sales.

Tim Hortons, UAE – Supervisor – Sep'22 to Jan'24

- Responsible for ensuring 100% adherence to SOPs.
- Set strategies to maintain average check value.
- Implement sales strategies to increase UPT.
- Perform managerial role in the absence of store manager.
- Train new team members. Observe their working method.
- Prepare Coffee, Mocktails, Mojitos and Sandwiches.
- Accountable for the KPIs to be achieved.
- Prepare Daily Shift Planning.
- Generate Reports and provide timely updates on assigned task.
- Prepare In-Store banking and Reports

Innovor Digital Pvt Ltd– CSR Administration – Feb'21 to Aug'22

- Responding to customer inquiries and resolving complaints timely and effectively.
- Providing information about products or services.
- Assisting customers with inquiries, concerns, or issues.
- Ensuring accuracy in order details and addressing any issues related to transactions.
- Recording customer interactions, issues, and resolutions in a CRM.
- Creating reports or summaries for analysis and improvement.
- Providing information about products or services and addressing customer concerns.
- Analyzing customer problems and finding creative and satisfactory solutions.
- Collaborating with other departments to resolve complex issues.
- Assisting customers with technical issues or directing them to appropriate resources.
- Educating customers about the features and benefits of products or services.
- Reporting customer feedback to relevant departments for continuous improvement.
- Adhering to ethical standards and maintaining customer confidentiality.
- Maintaining a positive and helpful attitude to enhance the overall customer experience.
- Promoting loyalty programs or other incentives to encourage repeat business.