

Ashiq

Ashiq.334247@2freemail.com

**Objectives**

To take up a challenging career grows with honesty, loyalty, good relationship and best performance, and translate my Experience, knowledge, skills and abilities into value for an Organization. To continue progress in both professional and personal fronts through all round skills with emphasis on assigned targets. By hard work and team spirit thereby anticipating and meeting the challenges arising in the contemporary competitive business environment.

**Professional Experience**

Emirates Driving Institute: Customer Service Representative, Dubai, UAE.

(July 2014 – Currently Working)

* Being the course in-charge provided leadership to the customer service executives particularly in achievement of service target to ensure quality of service is provided to EDI clients. Managed smooth branch operations with administration and customer service departments working according to the set standards of the EDI. Proactively managed staff and customers queries to overcome service obstacles. Actively participated in front-of-house activities develops staff through observation, feedback and coaching.
* Handled cash on daily basis. Preparing daily students, cash & credit card payment accounts and monthly overtime of instructor’s reports.
* As a Customer Service Executive maintaining high standards of customer service, handling customer complaints with smooth resolution, product knowledge, and quality standards set by EDI. Developed high tolerance levels with a great deal of flexibility and team spirit.
* Operating EDI customized software, maintaining student profiles & progress tracks and taking scheduled backups.
* Track progress of students from registration to right through to final completion.
* Provide assistance to existing and potential customer where required over the phone.

Adnan Filling Station:

Security Supervisor

(July 2012 to January 2014)

* Writing incident reports
* Providing CCTV assistant whenever it needed
* Monitoring Access Control PC for any alarm and react accordingly.
* Keeping the record of daily activities
* Keeping records of temporary access cards, keys, lost and found items.
* Monitoring CCTV system and providing assistance to the team as required.

CERTIFICATION AND SKILLS

Presentation Skill Training Course (3 months)

Expert in Handling Siebel, Orbit

Computer hardware and software diploma (6 months)

Microsoft office 2003, 2007, 2010

EDUCATIONAL PROFILE

B.A (Bachelor of Arts)

Allama Iqbal Open university university Pakistan (2010)

HSSC (Higher Secondary school certificate)

Doaba Public School & college Pakistan (2006)

SSC (Secondary school Certificate)

Doaba Public School & college Pakistan (2004)

LANGUAGES

English, Urdu, Hindi, Fluent in writing, listening & speaking skills.

PERSONAL DETAILS

|  |  |
| --- | --- |
| Date of birth: | Sep 07, 1986 |
|  |  |
| Marital Status: | Single |
| Nationality: | Pakistani |
|  |  |