**Sourabh**

**Sourabh.350812@2freemail.com**

**OBJECTIVE**

To secure a position in progressive and well established company that will allow me to grow professionally, while effectively utilizing my versatile skill set to help promote the organization’s mission and exceed team goals.

**SUMMARY**

* Excellent communication in both written and spoken English.
* Computer literacy in Ms Word, Excel, PowerPoint.

 **WORKEXPERIENCES**

**Customer Service**

**Carrefour Majid Al Futtaim Dubai (Belhasa Security Customer Service)** Date of joining November 2015 – November 2016

**Duties and Responsibilities**

* Provides information to customers by verifying understanding of request; answering questions; offering assistance.
* Initiates service by recording requests; forwarding to dispatching.
* Collects revenue by receiving and recording payments.
* Resolves billing problems by identifying the problem; explaining procedures; forwarding required adjustments.
* Improves quality results by evaluating processes; recommending changes.
* Updates job knowledge by participating in educational opportunities.
* Accomplishes customer service and organization mission by completing related results as needed.

**Security Site Supervisor**

**Dusit Thani Hotel Dubai (Top Star Event Security Service)**

Date of joining May 2014 – April 2015

**Duties and Responsibilities**

* Write and submit security reports
* Provide security
* Maintain law and order in area of jurisdiction
* Monitor staff by patrolling with them
* Assign work areas for officers to patrol
* Protect the people and property
* Conduct routine patrols with team
* Look out for suspicious persons, vandalism or hazards
* Respond to alarms and distress calls
* Ensure all security systems, like the burglar alarms and CCTV are working properly

**Security Guest Service**

**Emirates Grand Hotel Dubai (Top Star Event Security Service)**

Joining Date April 2012 – May 2014

**Duties and Responsibilities**

* Security officers are responsible for assigning patrols for checking fire, sabotage, vandalism, any doubtful activity or persons.
* I am responsible to investigate and report about hazards, strange or mistrustful conditions to the area police for corrective actions and maintain a regular contact with the area police.
* It is my duty to ensure that all the gates and windows present in the premises are closed and locked properly and report to the supervisor about any fault found.
* I am in charge of supervising the activities and traffic in the area and to comply with the standard rules and regulations.
* My responsibility to create and maintain a safe and secured working environment for the visitors and employees in the premises.
* I am responsible for ensuring the safety and protection of the commodities, assets and property of the organization.
* I am responsible to monitor and operate the CCTV cameras and other recording devices.
* It is my duty to make arrangements for escorting the people to the desired destination especially when it is concerned with the safety of money, documents or the person.
* It is my duty to respond to the dispatched calls and alarms and take a suitable action within their job limitations.
* I should conduct surprise checks on the other security personnel to ensure that they are performing their duties properly.
* It is my duty to make proper arrangements for checking the identification and purpose of the visitors and vehicles entering the building.
* I should establish contracts with the emergency services like police, ambulance, fire service to quickly get help in case of emergencies.

**Sales Associate**

**PROVGUE Man and Woman Clothing Accessories LLC (India Jaipur)**

April 2009 - July 2010

**Duties and Responsibilities**

* Maintaining the cleanliness of the store before opening
* Greet and smile to the customers in a professional manners
* Providing excellent customer service
* Promoting and explaining products’ features and benefits
* Promoting on-going promotions to the customers
* Monitoring the sales target and achievement
* Requesting stocks to the Area Manager
* Do other job as maybe assigned

**Senior Sales Associate**

**PROVGUE Man and Woman Clothing Accessories LLC (India Jaipur)**

July 2010 - August 2011

**Duties and Responsibilities**

* Greet and smile to each and every customer in a professional manners.
* Maintaining the proper display of every items base on display guideline.
* Maintaining the cleanliness of the products and fixtures before the store opening.
* Providing excellent customer service.
* Promoting and explaining the products’ features and benefits to the customer.
* Build a good relationship to the customers.
* Monitoring the availability of products and priority those fast moving.
* Replenishment of products on the floor before end of the day.
* Requesting items to the Department Head.
* Monitoring daily sales and budget.
* Setting goals and plans to achieve the target.
* Do other job as maybe assigned.

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| **ACHIEVEMENTS** |

TITLE COMPANY NAME DATE

Employee of the month (Jaipur) Provogue April 2009

Employee of the month (Jaipur) Provogue December 2010

Best Employee of the month (Rajasthan) Provogue October 2011

**EDUCATIONAL AND QUALIFICATION**

|  |  |  |
| --- | --- | --- |
| **COURSE** | **BOARD/UNIVERSITY** | **YEAR OF PASSING** |
| **Matriculation** | **Rajasthan Board** | **2003** |
| **Intermediate** | **Rajasthan Board**  | **2005** |

**PERSONAL DATA**

Date of Birth : 03/10/1990

Nationality : Indian

Marital Status : Single

Gender : Male

**Declaration:**

I hereby declare that the above given details are true and correct to the best of my knowledge and belief. I assure you that I Will do the best with the satisfaction of my superiors.