**RESUME**

**QAISAR**

**QAISAR.355889@2freemail.com**

**OBJECTIVE:**

To pursue a challenge and rewarding career where I can demonstrate my **Can-Do** attitude within areas of Customer Service, Administration, Security and Sales department of a company and contribute to company’s success.

**SUMMERY OF KEY SKILLS AND FUNCTIONAL EXPERIENCE:**

* Multilingual (Fluent in English, Arabic, Urdu and Punjabi)
* Proficient in people management, strong interpersonal skills and possess good human relation.
* Graduate, first Aid, and certified security system operator.
* Certified customer service Executive.
* UAE driving license and certified fire fighter.
* IT savvy with good hands on experience with Microsoft Word, Excel, Power point, MS Outlook and internet and possess good understanding of IT Hardware (Computer, serves and other day to day used of computer component).
* Goal Oriented, hardworking, Highly Organized individual, willing to work long hours, Responsible and accountable.

**QUALIFICATIONS:**

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| ***Degree / Certification*** | ***University / Institute*** | ***Specialization*** |
| BACHELOR IN COMMERCE(2009) | University of Karachi, Pakistan | Business communication  |
| First Aid level-2 | Highfield Middle East, UAE | CPR, AED for Adults |
| Security System Operator | Dubai Police Academy, UAE | Monitoring and configuration |
| Fire Fighting | MAF, UAE | Identification and Prevention |
| NSI Certificate (2010) | National Security Institute held in Abu Dhabi, UAE | Identification and Prevention |

**REWARDS:**

**Appreciation letters**

From G4s in 2011

From Mafraq Hotel in 2012

**Employ of the Month**

From G4s in 2011

**PROFESSIONAL EXPERIENCE:**

* **Security Supervisor:**

Working in **SHERATON AL KHALIDIYA HOTEL** (Abu Dhabi, UAE)

 May-2013 to present

* **Security Administrator:**

Worked in **JUMEIRAH AT ETIHAD TOWERS** (Abu Dhabi, UAE)

 May-2012 to May-2013

* **Security Officer:**

Worked in **MAFRAQ HOTEL** (Abu Dhabi, UAE)

 May-2011 to april-2012

* **Customer Service:**

Worked in **CITY CENTRE** (Ajman, UAE)

 Nov-2010 to April-2011

* **Security Officer:**

Worked in **EMIGRAIN PORT KHALID** (Sharjah, UAE)

 July-2010 to Nov-2010

* **Operation coordinator:**

Worked in **HOPE COLLAGE OF COMMERCE** (Karachi, Pakistan)

 March-2008 to May-2010

* **Sales Executive:**

Worked in **GLOBAL TELECOM** (Karachi, Pakistan)

 June-2006 to Jan-2008

**DUTIES & RESPONSIBILITIES:**

* **Customer Service**
	+ Resolves customer requests, questions and complaints frequently requiring analysis of situations to determine best use of resources
	+ Knowledgeable of customer service inclusive of hotel reservations, ground transportation, information on local attractions and activities, and other information that provides valuable service to our customers.
	+ Dealing with clients, Answering emails, writing to customers, speaking on the phone, processing orders, Managing Administration
	+ **Security**
	+ Responsible for all security relates activity at site (Resident, Commercial, and others sites).
	+ Perform customer verification and guest verification.
	+ Liaise and coordinate with CID, Police and Civil defense in case of Emergency.

* + **Administration**
	+ Maintaining accurate record of guest where about including leave registration and maintenance arrangements. Keep records of customer interactions and transactions.
	+ Responsible for distribution of formal letters and official documents.
	+ Prepare and distribute customer activity report, manage administration.
	+ Communicate and coordinate with internal departments.
	+ **Sales and marketing**
	+ Identifies business opportunities by identifying prospects and evaluating their position in the industry; researching and analyzing sales options.
	+ Sells products by establishing contact and developing relationships with prospects; recommending solutions.
	+ Maintains relationships with clients by providing support, information, and guidance; researching and recommending new opportunities; recommending profit and service improvements.
	+ Identifies product improvements or new products by remaining current on industry trends, market activities, and competitors.

**PERSONAL DETAIL:**

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| --- | --- |
| Date of Birth | 18-04-1988 |
| Nationality | Pakistani |
| Gender | Male |
| Marital status | Married |
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**Valid UAE Driving License**