

***Ammad***

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***DateofBirth:****19-11-1986*

***Nationality:****Pakistani(NativeofKashmir)*

***MaritalStatus:****Unmarried*

***VisaStatus:****FreeZone*

***Languageknown:****English,Hindi,Urdu,Punjabi,basicArabic*

***Height:****5ft8inch*

***Weight:****76kg*

***OBJECTIVE***

*Toobtainapositioninthecustomercarefieldthatutilizesmycurentandpreviousexp erienceinhandlingcustomerquiries,complainsandtrytosolvethemwhileworkingind ependentlywithlimitedornosupervision.*

***CERTIFICATEANDSKILLS***

* ***DPS****InternationalTrainingforSecurityPersonnelfromDubaiPoliceAcademy.*
* ***PSBD****fromNationalSecurityInstitute(NSI)AbuDhabi.*
* *Basiccomputercourse.(Microsoftoffice)*
* *CertificateofTeaching(CT)fromSki****l****DevelopmentCouncil.(PAK)*
* *Multilingual:cancommunicateinEnglish,HindiandUrdu.*
* *Result-orientedandorganized-.*
* *Extensiveknowledgeandexperienceinfindingthebestsolutionsforemergenc ysituations.*

***EXPERIENCE***

***InDubai***

***AlFajerSMS.***

* ***WorkingSites***
* ***SkyGardenDIFC(Residencetower)***

*SkyGardenTower,D.I.F.C,Dubai,U.A.E.withStrataGlobalManagement.*

* *Maintainingrecordofparcels,couriers,messages,mails,andlostandfoundprop*

*erty.*

* *A****l****buildinginformationpertainingtothenumberofavailableapartments,faciliti esoffered,andemergencyresponsesituationswereportrayedtopotentialtena nts.*
* ***DaytonaBuilding,MotorCity(Officebuilding)***

*DaytonaBuildingMotorcity,Dubai,U.A.E.withPremiumCommunityManageme*

*nt.*

* *Answercustomerca****l****s,tendingtocustomerinquiriespolitelyandinatimelyma nner.*
* *WritingelectronicreportsdirectlytoFacilityManager.*
* *Providingassistancetostaffandvisitorsatthesite.*
* *Ensuringa****l****rulesandregulationsareenforcedbya****l****visitorsandstaff.*
* *Supervisingandenforcingthesystemof"identifyingandinspecting"personnel*

*ormaterials.*

* *Knowinga****l****emergencynumbersandprocedures.*

***InAbuDhabi***

***ProfessionalSecuritySystem(PSS)***

* *CustomerCare,AccessControlandsafety.*
* *Observeworkingoffountains,travelators,esculators,elevatorsandLCD.*
* *Customersenquiriesregardinglostandfound.*
* *Maintaindailychecklist.*

***EDUCATION***

* ***2004to2006***

***IntermediateFsc****(Bio,Chem,Phy)*

* *MirpurBoard,AzadKashmir,Pakistan*

*(DegreesareatestedfromIBCC,ForeginOfficeandUAEEmbassy)*