| **SHAKER**  **Personal Data:**  **Date of Birth: 27/06/1987**  **Sex: Male**  **Nationality: Egyptian**  **Marital Status: Single**  **Religion: Islam**  **UAE: Driving License**  **Expiry date: 17/10/2019**  **Email address:**  [**Shaker.376718@2freemail.com**](mailto:Shaker.376718@2freemail.com)  **Mobile: C/o 971506425478**  **Visa Status: Visit Visa**  ***Permanent Address:***  **Egypt** | CURRICULAM VITAE  **Summary:**  **Talented and ambitious who possesses a vast knowledge and has a proven record of providing advice to clients and delivering positive outcome for them. A quick learner who can quickly absorb new situations and can communicate clearly and effectively with both legal professionals and members of the public. Presently looking for a good position that provides a high level of job satisfaction and is also diverse and challenging. Detail-oriented, and organized with 4 years’ experience achieving favorable outcomes in court cases and 2 years' experience in RTA fine section.**  **Key Skills**   * **Ability to balance priorities and co-ordinate work effectively.** * **Leadership skills.** * **Excellent analytical skills.** * **Ability to stay calm under pressure.** * **Can analyze large amounts of information.** * **Good written and spoken communication skills.** * **Client care skills.** * **Sound judgment.** * **Organized and efficient.** * **Good project management and team building skills.** * **Flexible.** * **Excellent computer skills.** * **Aware about UAE roads.** * **High level of interpersonal skills to work effectively particularly with local government bodies.** * **Strong background of UAE Labor law.**   **EDUCATIONAL QUALIFICATIONS**   * **Bachelor of Law, Tanta University, Egypt (2008)** |
| --- | --- |
| **WORK EXPERIENCE**   * **Easa Saleh Al Gurg Group *14th April, 2017 to 14th Nov, 2017***   ***Public Relations Officer*:**   * **Processing all visa related tasks and assist with public relation issues.** * **Submit documents for visa administration and work** **permits.** * **Ensure all visa, medical and labor permits are up to date and arrange timely renewal.** * **Proactively manage the timely renewal of all employment visas.** * **Assist employees in renewing visas for their immediate dependents.** * **Assist all sponsored staff and their dependents in the medical check process.** * **Assist the company and employees with visa arrangement in the embassies.** * **Maintain database of all passports and residence visas by scanning all documents and directly updating the database when details changes.** * **Renewing companies related licenses prior to their expiry date.** * **Send out notifications on documentation required to renew trade licenses and complete surveys required by government bodies at the time of license renewals.** * **Represent the company in a professional manner at locations such as Embassies, Ministries, Municipalities and other significant departments.** * **RTA (Franchising, Enforcement Department) *2015 to 2017***   ***Investigator:*** *13th April to 31th May 2015*   * **As an investigator, I am responsible in receiving complaints forwarded by the customer service department. Do a thorough investigation with drivers by applying the CRM system (solving cases by interrogating customers/drivers) and D8 system (solving cases using the GPS). Provide efficient solution to the cases after thorough investigation.**   ***Inspector:*** *1st June to 30th June 2015*   * **As an inspector, ensures that RTA rules and regulations are being implemented and executed on public transportation such as buses, taxi, limousine, tourism, school, private cars and impose corresponding fine/penalty for a certain violation.**   ***Coordinator of RTA Grievances Committee and RTA Fines Section:*** *1st of July 2015 to 12th April 2017*   * **As a coordinator of RTA grievances committee communicates with all RTA Departments in order to provide efficient solution to cases/complaints received.** * **Investigates cases with inspectors and provides efficient solution.** * **Manifests thorough knowledge on all kinds of RTA fines such as traffic fines.** * **Ensures that violations such as passengers smuggle are prevented.** * **Ensures that Rules and Regulations for rental buses, transport companies, tourism, taxi drivers, school buses and limousine companies are being implemented.** * **Deals with private motorists and taxi/limousine/school and rental company bus drivers who were issued fines by RTA.** * **Deals with users of public transport who were issued fines for any violation inside or outside the bus.** * **Prepares refund for anyone who was given fine but was later on canceled by the Grievance Committee.** * **Ahmed Abdulrahem Law Office, Egypt *2010 to 2014***   ***Lawyer*:**   * **As a lawyer provides legal advice to clients.** * **Special Forces/ Military Service *2008 to 2009***   ***Special Armed Force:***   * **As a special armed force member guards and secures the peace and order of Suez Canal.** * **Nile Net Computer Services and Internet Provider *2003 - 2008***   **Owner/Manager:**  **Languages Known**   |  |  | | --- | --- | | **ENGLISH** | **READ, WRITE & SPEAK** | | **ARABIC** | **READ, WRITE & SPEAK** |   **References : Available upon request**  **Declaration**  **I hereby declare that all the above furnished details and particulars are true to the best of my knowledge.**  **Thanking You,**  **Yours sincerely,**  **Shaker** | |