**Curriculum Vitae**

**Asad**

[**Asad.370691@2freemail.com**](mailto:Asad.370691@2freemail.com)

**Career Objective;**

To acquire a highly challenging career and an associate with progressive organization that gives me the scope to apply my skills and to involve in a dynamic team that works towards the growth of the organization.

**Skills;**

Excellent inter-personal skills that enabled me to wrap up deals and proposals.

Zeal to grab opportunities and utilize them to maximum.

Looking to contribute to the growth and development of an organization.

Highly motivated with a strong work ethic. Enjoys interaction with people

Likes to take on challenges.Performs well under high level of responsibility.

* **Professional Experience;**
* Worked as Executive services( Delivery Center Head )with Ecom Express Pvt Ltd(India)Gachibowli Branch from 22nd Nov 2014 till 4th May 2017
* Worked as Station Agent with Serco Dubai Metro From 19th Feb 2011 till 25th July2014.
* CCTV operator: Worked as a CCTV operator with Emirates Security Services at DEYAAR Properties. From September 2009 to January 2011.
* Worked as a Security Supervisor with Emirates Security Services, Dubai, U.A.E. from December 2007to September 2009.

**Roles and Responsibilities as Station Agent**

Monitor and maintain station operational status and to ensure the safety and comfort of passenger movement within the station premises

Provide ticket sales, train services information and respond to passenger enquiries

Meet and greet customers and provide a highly visible and proactive level of customer service

Perform shift and emergency duties when required

When dealing with customers of the Dubai Metro, ensure that matters are handled tactfully and sensitively as appropriate and strictly follow the guidelines, procedures and instructions of the organization

Render all possible assistance to customers, in particular those with special accessibility needs   
Comply fully with procedures and instructions instructed as part of the certified training and instructions  
Deliver essential messages to passenger via audio or visual means in a timely, clear and proactive manner

Control and mitigate overcrowding in station and platforms to ensure that passengers flows are managed in an orderly manner

Carry out controlled/uncontrolled/emergency evacuation of passengers

**Roles and Responsibilities as Delivery Center Head**

• Monitors the various shipment Delivery performance measurement systems and looks for ways to make improvements.

• Creates and updates policies and procedures for all logistics activities with a special eye on safety.

• Trains newly hired operation department employees to ensure that they understand their roles in the global logistics strategy of the company.

• Resolves customer complaints relating to shipment deliveries and other logistical issues.

**• Develop and supervise all activities and plans for various e-commerce projects and coordinate with product development team to prepare an effective schedule for project and ensure compliance to same.**

• Maintain client and Field Service intervention of records and documentation.

• Provide data and suggest solutions on product tracking, rerouting, costing, route analysis and usage alternatives.

• Manage and direct operations team to achieve business targets.

• Provide operational support and guidance to staff.

• Monitor and control expense according to allotted budget.

• Assist in interviewing, recruiting and training candidates.

• Manage work assignment and allocation for staff.

• Work in compliance with company policies and procedures.

• Ensure team follows standard operating procedures for all operational functions.

• Conduct regular meetings with team to discuss about issues, concerns, updates etc.

**Training Attend Course;**

Basic Training on Safety & Security from Dubai Police (TESPS)

Department of Protective System from Dubai Police Academy.

Fire Fighting, Emergency Response, Evacuation. From Emirates Security Services.

**Computer Skills;**

Ms Word, Ms Excel & Internet.

**Academic Qualification;**

2006- B.Com( Discontinued)

2004 - Board of Intermediate from Shuja Junior college, Hyderabad, A.P., India.

2002 - S.S.C from Anwar Ul Uloom High School Hyderabad, A.P., India.

**Personal Details;**

Father Name : Ahmed Ali

Nationality : Indian

Martial Status : Married

Languages Known : English, Urdu & Hindi

**Passport Detail:**

Place of Issue : Hyderabad

Visa Status : Visit Visa

I assure you of dedicating all ability and knowledge to my work to give you entire satisfaction.

Date: