| **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****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)**
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| **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.**
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* **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**

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| **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** |