

Shahid Iqbal

Date of birth: 03/08/1991 | **Nationality:** Pakistani | **Gender:** Male | **Phone number:** (+971) 552157970 (Mobile) |

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Address: CB62 Gulshan colony, 47010, Wah cantt , Pakistan (Home)

● WORK EXPERIENCE

20/01/2019 – CURRENT Dubai , United Arab Emirates

DRIVER LICENSE NO.3 MANUAL TRANSGUARD GROUP OF LLC

*Dedicated and dependable Car Driver with excellent record of customer satisfaction. Stickler for punctuality and safety. Established history of completing driving jobs through various kinds of territory at various lengths.

- Thorough knowledge of automobile and equipment safety
- Ability to work long shifts up to sixteen hours
- High flexibility in scheduling, including nights, weekends, and holidays

Cash Custodian

Cash service: Pursuing cash service in Transguard Group llc Dubai from February 2020 onwards.

- . Provide services to ATM's , adding cash making sure that ATM's are always working .
- . Replenished and balanced cash dispensers weekly or as necessary for efficient customer transactions
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- . Demonstrated that customers come first by serving them with a sense of urgency .
- . Worked as a team member to provide the highest level of service to customers .
- . Ability to Clear all fault in the ATM as much as possible In Dispenser or GBNA and card reader .
- . Ability to caught anti skimming device on the ATM if have ATMs any skimmings .

SIRA : License holder by Dubai Police

First Aid. : Basic Training from Emirates Aviation College

Fire Fighting : Basic Training from Police academy

Dangerous Goods & Safety

- . : Done Training from Aviation College Dubai
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10/01/2015 – 10/05/2018 RawailPindi, Pakistan

CUSTOMER SERVICE REPRESENTATIVE A SOLUTION

- Answer an average of 100 calls per day in a high-volume call center environment.
- Resolve customer complaints and ensure calls are handled in a professional and prompt manner.
- Contributed to the company's highest quarterly customer satisfaction rate of 92%.
- Consistently earned "above average" or "excellent" on-call quality evaluations.
- Train and assist entry-level customer service officers by helping them improve their listening skills, communication and multitasking abilities.

10/06/2018 – 10/12/2018 Dubai, United Arab Emirates

TRAFFIC MARSHAL G4S

*Dedicated Traffic Marshall with an successful track record of 6 months in optimising traffic flow and ensuring safety at Shopping Malls . Proficient in crafting and implementing dynamic traffic management and vehicle routing strategies with demonstrated success in leadingmajor diversions and coordinating with stakeholders.

● EDUCATION AND TRAINING

05/02/2009 – 10/01/2010 Wah Cantt, Pakistan

INTERMEDIATE IN COMPUTER SCIENCE F.G. Science Degree College For Men

Website <https://m.facebook.com/people/F-G-Science-Degree-College-Wah-Cantt/100068882733598/>

● **LANGUAGE SKILLS**

Mother tongue(s): **PANJABI**

Other language(s): **URDU**

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	B2	B2	B2	B2	B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● **DIGITAL SKILLS**

Microsoft office | Microsoft word | Microsoft excel | Physically fit