



# Muhammad Usman

## Objective

Dedicated and highly efficient to take various tasks. Ability to manage complex situations with positive attitude. Great Customer Server and motivated to achieve success through honesty and helpful approach. To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

## Personal Details

**DOB**  
25/06/1994

**Nationality**  
Pakistani

**Visa/Validy**  
Residence/07-Feb-25

**Marital Status**  
Single

**Phone**  
+971 56 577 4482

**Email**  
muhammadusmanuae47@gmail.com

**Address**  
S-111, Dubai, United Arab Emirates

## Education

2013  
**Intermediate in Computer Science**  
F.G Degree College, Lahore

2011  
**Matriculation in Computer Science**  
Syed Public High School, Lahore

## Skills

Ms Office

BLS (Basic Life Support)

BFS (Basic Fire & Safety)

CCTV monitoring

Good Customer Service

RTA No. 3 License

## Language

English

Urdu

## Experience

○ 2017 - Present

### Security Officer/Admin Transguard Group LLC

- Worked at Airshow site at DWC Airport for a year as Team Leader.
- Working at Volvo Group ME in JAFZA as a receptionist.
- Providing courteous, friendly and efficient front desk assistance to staff and guests.
- Completion of shift's logs, reports and follow up.
- Providing security & safety inductions to contractors and visitors.
- Transparency in managing & implementing of security related tasks for a strong teamwork.
- Monitoring suspicious activity through Access Control, random patrol and CCTVs.
- Dealing with local authorities.
- Escalating reports and incidents to management.
- Key control to reduce unauthorized access.
- Periodically inspection of Fire Fighting equipments.
- Quick responding on fire alarms, first aid and other emergencies.
- Documentation of Contractors, Timeframe of work, scope of work.

○ 2013 - 2017

### Assistant Sales Manager OSIM (Bee Enterprises Pvt.)

- Demonstrated health and massage products with exceptional customer service skills by assisting an average of 30 customers per day, resulting in increase of overall sales.
- Managed and organized merchandise displays, ensuring that products were visually appealing and easily accessible, leading to customer satisfaction.
- Utilized effective communication and negotiation techniques to successfully close the sales deals.
- Doing physical inventories periodically and maintaining stock records.
- Attending calls for complaints and door services of products.
- Managed and organized demonstration and deliveries of products at door step and in facilities for customers satisfaction.

## Reference

Will be furnished on demand