



MUHAMMAD ABDULLAH

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ABOUT ME

Versatile Professional with Expertise in Administration, Technical Support, Visa Consultancy, Travel Planning, and IT Sales | Dedicated to Delivering Excellence in Service and Support.

EDUCATION AND TRAINING

15 MAY 2023 – CURRENT Dubai, United Arab Emirates
GOOGLE IT SUPPORT Google, offered through Coursera

Website <https://www.coursera.org/account/accomplishments/verify/TDDXYXU9SVEV>

1 JUN 2017 – 30 SEP 2017 Jampur, Pakistan
MICROSOFT OFFICE SPECIALIST Government of Punjab, Trade Testing Board

Website <https://ttbp.edu.pk/>

1 APR 2013 – 30 JUN 2013 Jampur, Pakistan
COMPUTER APPLICATIONS Punjab Board of Technical Education (TEVTA)

Website <https://tevta.punjab.gov.pk/>

1 MAY 2011 – 30 JUL 2013 Jampur, Pakistan
DIPLOMA IN COMMERCE Govt. Commerce College Jampur

1 APR 2009 – 2 MAR 2011 JAMPUR, Pakistan
SECONDRY SCHOOL CERTIFICATE Al Mumtaz Model School

WORK EXPERIENCE

1 SEP 2023 – 30 OCT 2023 Dubai, United Arab Emirates
ADMIN ASSISTANT DXB LIVE (GITEX 2023)

- Managed and maintained network infrastructure during the GITEX 2023 Expo.
- Provided technical support to exhibitors and attendees for network-related issues.
- Collaborated with senior network administrators to troubleshoot and resolve network issues on time.
- Ensured network security and compliance with company policies and standards.
- Assisted in the setup and configuration of network equipment and systems.
- Successfully maintained uninterrupted network connectivity throughout the duration of the GITEX 2023 Expo.

7 FEB 2022 – 30 AUG 2023 Dubai, United Arab Emirates
DATA ENTRY TYPIST/VISA CONSULTANT AL FARIS ALABYAD DOCUMENTS CLEARING SERVICES

- Perform accurate and efficient data entry tasks, ensuring timely completion of projects.
- Handle clerical duties such as filing, organizing documents, and maintaining records.
- Utilize expertise in MOHRE, UAE labor systems, to process work visas for clients.
- Liaise with the AMER Center for Immigration to facilitate visa applications and resolve any related issues.
- Prepare and review documents for visa applications to various countries including the US, Canada, Europe, UK, and Schengen countries, ensuring compliance with all requirements.

- Provide exceptional customer service by addressing inquiries, providing guidance on visa procedures, and assisting clients throughout the application process.
- Maintained an efficient filing system for the office..
- Operated all standard office equipment.

1 OCT 2019 – 30 SEP 2021 Jampur, Pakistan

TRAVEL AND VISA CONSULTANT TAMANA INTERNATIONAL OVERSEAS EMPLOYMENT PROMOTER

- Assisting clients in planning and organizing their travel itineraries, including booking flights, hotels, transportation, and tours, according to their preferences and budgets.
- Providing expert advice and recommendations on travel destinations, attractions, and activities to enhance the overall travel experience for customers.
- Facilitating the visa application process for clients, including preparing and submitting required documents, coordinating with embassies or consulates, and ensuring compliance with visa requirements.
- Maintaining up-to-date knowledge of visa regulations, travel restrictions, and entry requirements for various countries to provide accurate information and guidance to clients.
- Provide customers with brochures and publications containing travel information, like local customs, and points of interest in foreign country regulations.

1 SEP 2014 – 30 OCT 2021 Jampur, Pakistan

IT SALES AND CUSTOMER SUPPORT REPRESENTATIVE NOMAN COMPUTERS & GAMING CENTER

- Providing expert guidance and recommendations to customers on various computer, gaming, and IT-related products and components.
- Effectively communicating product features, specifications, and benefits to customers to facilitate informed purchasing decisions.
- Offering exceptional customer support by addressing inquiries, resolving technical issues, and providing troubleshooting assistance both in-person and over the phone.
- Demonstrating and promoting software applications, games, and other IT products to enhance customer experience and drive sales.
- Maintaining a deep understanding of the latest trends and developments in the IT industry to provide up-to-date information and recommendations to customers.
- Set up Hardware Install the software and configure it smoothly.
- Installing and updating operating systems and software such as MS Office, antivirus, and operating systems.
- Ensure security and privacy of networks and computer systems.
- Excellent diagnostic and problem-solving skills.
- In-depth understanding of diverse computer systems and networks.
- Provide technical advice to customers on all aspects of the installation and use of computer systems and networks, both before and after the sale.

1 DEC 2018 – 28 FEB 2019 Jampur, Pakistan

KEY PUNCH OPERATOR UNILEVER DISTRIBUTION CENTER

- Accurately inputting essential information into computer systems and databases, ensuring data integrity and confidentiality.
- Reviewing and verifying data for errors or inconsistencies, promptly correcting any discrepancies to maintain high-quality data records.
- Demonstrating proficiency in using keypunch machines, computers, and relevant software for efficient data entry.
- Cross-checking data with source documents to ensure accuracy and compliance with established standards.
- Generating and submitting daily, weekly, and monthly reports to supervisors or relevant departments.

1 APR 2015 – 30 SEP 2019 Jampur, Pakistan

DATA ENTRY OPERATOR PUNJAB PUBLIC SCHOOL

- Maintained an efficient filing system for the office.
- Assisted and supported the school principal in running the school successfully.
- Tracked attendance for teachers and staff.
- Typed, edited, and composed reports, letters, and memos for the principal.
- Scheduled appointments, meetings, and interviews.
- Provided copies of teaching materials and student transcripts.

- Registered students for selected classes.
- Operated all standard office equipment.

● **LANGUAGE SKILLS**

Mother tongue(s): **URDU**

Other language(s):

	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**

Data entry | Note-Taking | Filing systems | Database management | Communication tools | Organizational Skills | Records Management | Accurate Data Entry | Time Management | Quality Control | CRM: SalesForce.com, PeopleSoft. | Social Media / Social Network | Graphics Design,

Microsoft Office

Microsoft Powerpoint | Microsoft Office | Microsoft Word | Microsoft Excel | Microsoft Office (Outlook, Excel, Word, PowerPoint) | Office softwares | Scanning and printing

● **ADDITIONAL INFORMATION**

UAE VISA STATUS

10 FEB 2024 – 10 FEB 2026

Visa Status

Employment Visa