



IFTIKHAR AHMAD

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Current Location: Dubai-United Arab Emirates

Personal Details:

Name: IFTIKHAR AHMAD
Father Name: NIAZ HASSAN
Date of Birth : 31st May, 2003
Religion : Muslim
Nationality : Pakistani
Gender : Male
Marital Status: Single

Passport Details:

Passport # : TK1171731
Date of Issue: 05th July, 2021
Date of Expire: 04th July, 2031
Place of Issue: Peshawar, Pakistan
Visa Status: Employment Visa

Driving License Details:

License No. 4371204
Date of Issue: 04/11/2022
Date of Expire: 04/11/2029
Place of Issue: Dubai, UAE
License Status: Light Vehicle (3)
Manual

Languages Known:

✦ English, Urdu & Pashto
Reading, Speaking & Writing

Professional Skills:

- ✦ Ms Office, Excel & PowerPoint
- ✦ Internet & Emails
- ✦ Others Computer Operating Knowledge

Professional Skills:

- ✦ Have Valid UAE Driving License
- ✦ Good Communicational and Interpersonal Skills
- ✦ Hard working Team member
- ✦ Very Energetic result oriented and organized.
- ✦ Courageous true towards the duties.
- ✦ Have a high respect for customer's service.
- ✦ Efficient and well behaved person.
- ✦ Extremely hardworking self motivated and able to work independently.

PROFESSIONAL SUMMARY:

A Suitable position with an organization where I can utilize the best of my skills and abilities that fit to my education, skills and experience a place where I Can encourage and permitted to be an active participant as well vital contribute on development of the company

EDUCATIONAL QUALIFICATION:

- FCS (Pre, Engineering) from "F.G Degree College for Men"-(Peshawar, Pakistan)
- ✦ High School Education Certificate From "Board of Intermediate & Secondary Education"-(Peshawar, Pakistan)

Additional Qualification & Training Certificate:

- ✦ Diploma in Computer Application and (IT) Office Automation from "Skills Development Council"-(Peshawar, Pakistan)

PROFESSIONAL QUALIFICATION:

✦ **Company : The Emirates General**

Transport and Services

Position : LTV Driver
Duration : Sep- 2024 to till the date
Location : Dubai-UAE

✦ **Company : G4S Secure Solution LLC**

Position : LTV Driver
Duration : March 2023 to July 2024
Location : Dubai-UAE

✦ **Company : ASKARI GUARDS SECURITY**

Position : LTV (Cash) Driver
Duration : Dec, 2018 to June, 2021
Location : Islamabad, Pakistan

✦ **Company : Pepsi Cola (Islamabad Distribution) Pvt. Limited**

Position : LTV Driver
Duration : 01 Year & 06 Months
Location : Islamabad, Pakistan

Job Duties and Responsibilities:

- ✦ Receiving incoming merchandise and verifying that they are undamaged and of sound quality.
- ✦ Answering phones from customers professionally and responding to customer inquiries and complaints.
- ✦ Researching required information using available resources.
- ✦ Handling and resolving customer complaints regarding product sales to customer service problems.
- ✦ Providing customers with the organization's service and product information.
- ✦ Processing forms, orders, and applications requested by the customers.
- ✦ Identifying, escalating priority issues and reporting to the high-level management.
- ✦ Following up complicated customer calls where required.
- ✦ Obtaining and evaluating all relevant data to handle complaints and inquiries.
- ✦ Recording details of comments, inquiries, complaints, and actions taken.
- ✦ Managing administration, communicating and coordinating with internal departments.

DECLARATION:

I hereby certify that the above information are true and correct according to the best of my knowledge & My Experience.

Iftikhar Ahmad