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## SUMMARY

Reliable and professional, with strong focus on safety and punctuality. Exceptional communication and interpersonal skills, ensuring pleasant and smooth experience for passengers. Quick to learn, adaptable, and always committed to providing top-notch service.

## SKILLS

- I have more than 5 years experience in hospitality industry.
- Health and safety compliance
- Road traffic laws
- Mobile apps navigation
- Reliability
- GPS reading and monitoring
- Payment handling
- Defensive driving
- Customer service
- Professionalism
- Communication
- Safe driving practices
- Driving licence
- Knowledge of traffic laws
- Comfortable with night shifts
- Clean driving record

# Masud Rana

## EXPERIENCE

May 2018 - October 2020

**Personal Car Driver House Driver** | Dhaka , Bangladesh

- Kept abreast of traffic updates and weather conditions, adjusting routes proactively to avoid delays.
- Provided guided tours for family and guests to local attractions and destinations of interest.
- Adapted to flexible working hours, including evenings and weekends, to meet the family's needs.
- Managed vehicle cleanliness, both interior and exterior, ensuring a comfortable and hygienic environment for passengers.
- Transported family members to various appointments, including healthcare, social, and educational engagements, punctually and safely.
- Provided courteous and professional service to all passengers, enhancing their travel experience.
- Adhered to local traffic laws and regulations, reducing risk of fines and penalties.
- Used safe driving practices at all times when operating vehicles.
- Notified management of vehicle safety concerns and issues.
- Remained calm during rush hour and other stressful driving situations.
- Engaged clients to create rapport and established long-term customer relationships through prompt and courteous service.
- Drove cautiously in bad weather conditions to maximise safety.
- Maintained vehicle in optimum condition for safety and reliability.
- Managed planning of efficient and safest routes for journeys using maps and GPS systems.

## EDUCATION

January 1999 - June 2009

**SSC** | Science

Hazi Abdul Kader Prodhon High School, Hayetkharchala Sreepur  
Gazipur, Dhaka, Bangladesh

## LANGUAGES

**English:** : First language

**Bengali:** : C2  
Proficient

**Hindi:** : B2  
Upper intermediate

**Urdu:** : B2  
Upper intermediate

## DRIVING LICENCE

HOLDING U.A.E. DRIVING LICENSE

- License No - 16156605
- Place of issue - Dubai
- Expiry date - 25/04/2026