



ERFAN BIN EMDAD

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Date of birth	Feb 13, 1996
Nationality	BANGLADESH
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OBJECTIVE

Organized, results-oriented professional with 5+ years experience in business development and operations. Committed to continuous self-improvement through effective time management, learning new skills and staying on top of industry trends.

EXPERIENCE

DUBAI
Oct 2023 - Present
Head Cashier
Dubai world trade centre

- Managed all the contractors to build up and tear down in all type of different exhibitions like below, 1. Gulfood manufacturing 2. Wetex 3. Gitex Global 4. Paper World 5. Gulf traffic 6. Muscle show 7. World tobacco 8. Brand of India 9. Big 5 Global 10. Arab plast 11. Du Path 12. Intersec 13. World coffee 14. Arab health 15. Medlab Middle East 16. UAE Dental conference and Arab Dental Pan Arab
- Maintained high productivity by efficiently processing cash, credit and debit payments.

DUBAI
Dec 2022 - 2023
Cashier
SHARAF DG

- Maximised customer satisfaction by assisting with purchase selections, locating items and promoting rewards programs.

DUBAI
Aug 2022 - Oct 2022
Customer Service Officer
ADIDAS

- Maintained excellent customer satisfaction by offering friendly, helpful and informative customer service.

DUBAI
Mar 2023 - Sep 2023
Data Entry Operator
WANANG COMPANY

- Scanned documentation and entered into database to maintain accurate records.
- Created and maintained spreadsheets using Excel.
- Identified errors in data entry and related issues, reporting to supervisors for resolution.

DUBAI
Nov 2022 - Dec 2022
Call Centre Agent
BARNEY’S

- Handled and quickly resolved customer issues regarding product sales and customer service problems.
- Increased customer satisfaction by offering friendly, helpful and informative customer service.

EDUCATION

Bachelor of Business Administration
UNIVERSITY OF MUMBAI

GCSEs
MASTEMIND INTERNATIONAL SCHOOL

A-Levels
MASTERMIND INTERNATIONAL SCHOOL & COLLEGE

SKILLS

- Stress management
- Manual calculations
- Item bagging
- Analytical thinking
- Data interpretation
- Database management
- Advanced excel usage

DRIVER LICENSE

- YES

BIRTH PLACE

KUWAIT

LANGUAGES

ENGLISH Elementary	HINDI Elementary
BENGALI Elementary	URDU Elementary
ARABIC Native	