

MUNEER AHMED

Sharjah, Butina - UAE

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PROFILE SUMMARY

Dedicated and vigilant professional with 5+ years of experience in customer service, crowd control, retail operations, and security supervision. Proven ability to manage fast-paced environments, resolve issues calmly, and ensure customer satisfaction. Currently seeking a full-time role in Europe within the fields of security, transport services, or customer-facing retail roles. Willing to relocate immediately and adapt to new challenges.

CORE SKILLS

- Security & Safety Monitoring
- Customer Support & Front Desk Handling
- Stock & Inventory Management
- Crowd Control & Emergency Handling
- Multilingual (English, Urdu, Basic Arabic)
- POS and Basic Computer Use
- Incident Reporting & Team Collaboration

PROFESSIONAL EXPERIENCE

Security Guard / Customer Support

Business Bay Bus Station, Dubai - UAE

2023 - Present

- Supervised busy transport station ensuring passenger safety and smooth crowd movement.

- Provided real-time assistance and directions to hundreds of daily passengers.
- Responded to minor incidents, prepared daily reports, and coordinated with emergency teams.

Customer Service Representative

Retail Store, Haripur, KPK - Pakistan

2019 - 2023

- Delivered customer service to over 100+ customers daily, managing returns, complaints, and inquiries.
- Managed shelf stocking, inventory levels, and organized product displays.
- Trained new team members on POS systems and retail standards.

EDUCATION

Higher Secondary School Certificate

Pakistan, Completed in 2020

OTHER DETAILS

- Availability: Immediate
- Visa: Valid UAE Residency
- Willing to Relocate: Yes (Europe, GCC, etc.)

COVER LETTER

Dear Hiring Manager,

I am writing to express my interest in customer-facing or security roles within your organization. With over 5 years of hands-on experience in the UAE and Pakistan in both customer service and security supervision, I bring a dual-skillset ideal for fast-paced industries like transport, retail, or hospitality.

My work at Dubai's Business Bay Bus Station involved high-volume public interaction and real-time crowd control, making me efficient at managing order and safety. Previously, in a retail setting, I handled front-desk operations, stock control, and trained new hires - demonstrating both leadership and adaptability.

I am ready to relocate to Europe immediately and can be available for interviews at your convenience. I look forward to the opportunity to contribute my experience to your team.

Thank you for your time and consideration.

Best regards,

Muneer Ahmed

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