

RANA ADIL HAYAT

Address: Flat# 1106, Al Wazir Building, Gernata Street,
Al Nahda, Sharjah, UAE
Mobile. +971527246460
Email: rana.saahil@gmail.com



OBJECTIVE

To work in a challenging environment in a progressive organization with smart work, innovation and commitment. Looking for a professional organization where I can apply my professional and educational skills.

Personal

Father's Name	Muhammad Shabbir Khan
Date of Birth	15-04-1987
Gender	Male
Marital Status	Married
Passport No.	AV9794973
UAE Drivers License:	4628490

QUALIFICATIONS

GCSE from Kingsbury High School (London)

A-Levels from Kingsbury High School (London)

6 Months Diploma in Graphic Designing (Pioneer Computer College)

3 Months Diploma Computer Hardware/Software (Pioneer Computer College)

Language proficiency

English: Read, write and speak (**British and American**)

Punjabi: Read, write and speak

Urdu: Read, Write and speak

EXPERIENCE

LUXURY HOLIDAYS FZE LLC

Travel & Tourism Comapny (June 2024 - Till present)

Working in the MRD as relations manager.

Handling company members requests, queries and reservations.

Attending clients while they visit the office with their concerns.

GOLDEN SPEEDEX INC

USA based trucking company (Sep 2019 - May 2024)

I was in-charge of the company's trucking operations of 6 truck.

The company trucks operated in 48 states accross country.

Interacting with brokers and the drivers to ensure that freight was correctly picked and delivered in the timely manner of the commitments with the brokers. (Email & Telephonic communications)

Keeping the paperwork, invoices and billings up to date with brokers and also the factoring company.

Multi tasking on several CRM's and portals.

AUTO APPRAISAL

USA Based Real Estate Project (Jan 2017- till June 2017)

Working with registered property appraisers in southern California.

Managing the appraisers online diaries.

Communicating with multiple clients and companies through the CRM portals provided by the companies. Also handling incoming calls.

PREFERRED AUTOS INC.

USA Based Project (July 2014 – Jan 2017)

Working on the DEALER CENTER CRM provided by the US Banks, To sell used cars for the clients who are looking to purchase in payments (installments). Had to collect the credentials and pre-approve in order to get a loan approved from the banks. Also to purchase used vehicles from private owners as well as from auctions and other outlets. And collecting the pending late payments from the existing customers.

AWESOME DELIVERY SERVICE

USA Based Project (March 2014 – July 2014)

Working on the RDS Logic CRM, to place online restaurant orders and over the call from customers and get it delivered to them within the given time.

Providing the order details to the restaurants. Also following up in-case of delays and other complaints,

AXIS RECRUITMENT

UK Based Project (May 2013 – March 2014)

Working as a Resource Agent (recruitment officer) for Hospitals, Nursing and Caring Homes and Personal Care

I was to find and analyze the right prospect for the jobs available in the particular area of the candidate looking for a job.

SINGTEL (MALAYSIA)

Singapore based project (Feb2011-Feb 2013)

I was working as a customer service representative (CSR)

To entertain the customers for the required inquiries, and to provide solutions for the issues and complaints of the customers .

MAX SOLUTIONS Pvt. Ltd.

UK Based project (inbound) Working as CSR + Shift in-charge (Sep 2010- Dec 2010)

To qualify and set up an appointment for a free survey regarding the Loft & Cavity Walls Insulation.

Manage online diary of the various surveyors, who were assigned to different areas of UK..

Report back to the surveyors with the required information and details of the appointed prospects.

WATEEN TELECOM

Worked as a CSR (Oct 2009 – Aug 2010)

To troubleshoot and diagnose the internet and voice problem of the customer for the best resolution or to create a ticket for the relevant department..

Multi tasking on various application during the call.

Sales and Inquiry

TRANSDATA Pvt. Ltd.

Uk based (Feb 2008 Aug 2009)

Worked as a Customer Support Representative, online order taking restaurant website. Also processing the online and live call orders.

GG (Grant Guide) USA based project

C.V (Contact Verification) USA based project

Worked on various projects and as a CSR .

MICROCONNECTION Pvt. Ltd.

Worked for 1 year (March 2007 -Feb 2008)

V2T conversion agent (US English)

Converting Voicemail messages into text

Maintaining ACR (Audio Conversion Ratio) & maintaining quality of Voicemail messages as per company standards.

Assisting newly joined staff in audio mails message recognition and arranging training sessions for new joining staff in the company and guide them according to the requirements

Started as a agent and was promoted as a coach in the third month
