

# MUHAMMAD SALMAN KHAN

**"Experienced General Cargo Tally Clerk adept at ensuring safe and efficient cargo handling operations at DP World, with expertise in LOLO and RORO operations, vessel operations, yard operations, and shed (warehouse) operations." and "Office Assistant cum Document Controller, I gained valuable experience in managing digital records, customer care, data entry, & document control. I successfully maintained a comprehensive filing system for all records".**

Dubai International City

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Dedicated and results-driven professional with a strong background in office administration, data management, general cargo and field supervision. Proficient in Microsoft Office, and data entry, and skilled in handling a range of responsibilities. Known for effective communication, problem-solving, and conflict-resolution abilities. Adept at meeting deadlines and managing multiple tasks, even under pressure. Committed to contributing to the success of a progressive organization while exceeding personal and organizational objectives.

Willing to relocate: Anywhere

## Work Experience

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### **GC Tally Clerk (General Cargo)**

World Security a DP World Company - Dubai

January 2024 to Present

- Monitoring the safe work.
  - Checking the Cargo properly during discharging, loading, receiving, delivery and shifting.
  - Recording the Cargo details properly in the HHT.
  - Reporting any discrepancy and any issues to the Foreman yard or vessels, as well as communicating to the Shed Clerk as per advice.
  - Coordinating with a coworker for the smooth operation.
  - and
  - General Cargo and its operations.
  - LOLO Operations/All General Cargoes (Lift-On/Lift-Off)
  - RORO Operations/Light, Heavy Vehicles, Machineries, Big Projects (Roll-On/Roll-Off)
  - Vessel Operations
1. Indirect Discharging of Cargo (Vessel Receipt Yard as per HHT)
  2. Direct Discharging of Cargo (Direct Delivery according to HHT terminology/language)
  3. Indirect Loading of Cargo (used the same term as per HHT)
  4. Direct Loading of Cargo (same term)
  5. Shifting on Board (Internal Shifting as per HHT)
  6. Restow of Cargo
  7. Transshipment of Cargo (Cargo of other ports i,e Bahrain, Dammam ports)
- Yard Operations
    1. Import Receiving (Segregation of Cargo in the Yard)
    2. Import Delivery

3. Export Receiving
4. Export Loading
5. Yard Shifting (Internal Shifting)
  - Shed Operations
1. Stuffing of Cargo
2. Un Staffing of Cargo
3. Cross Stuffing of Cargo
  - WOWO Operations (Live Stock)
  - Gemini/YOYO Operations (Big Cargo such as Yacht)
  - The use of HHT as per GC operations.

### **Office Assistant cum Document Controller (Office Administration and Customer Service)**

Sui Northern Gas Pipelines Limited - Peshawar

January 2021 to September 2023

- Managing digital records.
- Entering data into Company's database.
- Managing, developing, implementing and maintaining a filing system for all records.
- Recording information as needed.
- Greeting visitors as needed.
- Handling and screening incoming calls, other communications and correspondence.
- Updating paperwork, maintaining documents and word processing.
- Managing the department/office including diary maintenance in and out, phone queries and general correspondence.
- Providing secretarial support to the Line Manager and department.
- Checking e-mails and preparation of replies to different departments.
- Facilitating the executives in drafting reports, and presentations and resolving problems during the computer work. Ensuring timely Letter Dispatching.
- Operating various office equipment (Computer, Printer, Fax, etc.) and facilitating their maintenance as required.
- Maintaining and updating manuals, official memorandums and decisions properly. Keeping departmental database in both manual and digital forms.
- Taking instructions/dictations from the Line Manager on official matters, arranging meetings, and appointments and responding/forwarding the official mail to concerned members for action as per advice.
- Handling stationery requirements of the department.
- Updating monthly expense sheets of the department i.e. Travel, Petrol, Maintenance, Miscellaneous etc.
- Coordinating in arranging meetings, events, or conferences when required.
- Maintaining records of agendas, notices, minutes, and resolutions for corporate meetings.
- Proper filing of critical legal documents, agreements and contracts etc.
- Scheduling meetings. Arranging travel plans & itineraries for the department.
- Responsible for sorting and distributing incoming mails. Sending out external mails.
- Using Oracle Database for Customer Care & Billing (CC&B).
- Helping organize and maintain office common areas.

### **Sales Surveyor Assistant (Sales/Business Development and Customer Service)**

Sui Northern Gas Pipelines Limited - Peshawar

January 2019 to December 2020

Receiving Documents from Customers for the following services.

- Entering data into Oracle Database for Application for Domestic Gas Connection,
- Taking sales surveys,
- Issuance of Demand Notices,
- Taking out of Bill (Printing out of Bank Challan),
- Verification of SA (Service Agreement),
- Transferring of gas connection (change of name in ownership),
- Shifting service lines, and
- Checking all field activities for verification and confirmation.

### **Field cum Task Force Team Supervisor (Customer Service Operation and Distribution)**

Sui Northern Gas Pipelines Limited - Peshawar

January 2015 to December 2018

- Construction of Service Lines.
- Shifting of Service Lines.
- Disconnection of Service Lines (In case of Non-payment).
- Installation of Meters.
- Reading, and keeping data records of all Installed and all types of Meters to keep them in the Oracle Database.
- Disconnection of Meters (In case of Non-payment).
- Disconnection of Direct (illegal) Use of Gas.
- Disconnection of DOM to COM.
- Reconnection of Meters (after payment verification).
- Replacement of (Sticky, Tampered, etc.) Meters.
- Above-Ground Leakages Rectification.
- Under-Ground Leakages Rectification.
- UFG control.
- Keeping records of all field activities in both hard and soft form.
- Entering data of all field activities into MS Word, MS Excel and Oracle Database.
- Reporting all the above duties/responsibilities to the Deputy Chief Engineer (Distribution/ CS Operation).

### **Accounts Clerk cum Data Entry Operator (Financial Accounting and Information Technology)**

Darband Public School Darband, Hangu - Hangu

January 2011 to December 2014

- Students' record handling on MS-Excel
- Monthly fees using MS-Excel
- Accounts of all documents
- Enter students' data into the school's software

### **Salesman (Sales and Marketing)**

Self-Employed (Contractor) - Peshawar

January 2009 to December 2010

- Supplying all products to retailers based on customer requirements and market supply demands such as cosmetics, clothing, apparel, shoes, beverages etc.

## **Sales Representative**

Khyber Supermarket - Peshawar

January 2007 to December 2008

- Greeting customers.
- Serving customers by selling products and meeting customer needs.
- Maintaining positive business relationships to ensure future sales.
- Helping customers find items in the store.
- Checking for stock at other branches or ordering requested stock for customers.
- Providing customers with information about items.
- Following up with customers after a sale to ensure satisfaction with the product or service and to solicit customer feedback.
- Assisting customers.
- Following Supermarket Policies.
- Checking stocks.
- Guiding customers.
- Developing passionate relationships with potential buyers.
- Establishing, developing and maintaining positive business and customer relationships.
- Good working attitude and patience with customers.

## Education

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### **Master's in Administrative Sciences**

Allama Iqbal Open University - Islamabad

August 2021 to October 2023

### **Bachelor's in Commerce (Accounting and Finance)**

Allama Iqbal Open University - Islamabad

April 2016 to August 2018

### **Intermediate in Humanities (Arts)**

Hangu Public School and College Hangu - Hangu

April 2010 to November 2012

### **High School in Sciences**

Hangu Public School and College Hangu - Hangu

April 2004 to October 2006

## Skills

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- Typing Speed 35 WPM (6 years)
- MS-Office (MS-Word, MS-Excel, MS-PowerPoint)
- Practical Accounting (Peachtree, QuickBooks, Tally)
- Administration
- Accounting
- Marketing
- Sales

- Business minded
- Customer Services
- Problem-Solving
- Interpersonal Skills
- Active Learning
- Coordination
- Critical Thinking
- Conflict Resolution
- Decision Making
- Time Management

## Languages

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- English - Fluent
- Urdu - Expert
- Pashto - Native
- Hindi - Expert

## Certifications and Licenses

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### **M.Cycle + M. Car + Jeep Only License (Pakistani)**

March 2019 to March 2024

Motor Cycle+Motor Car+Jeep Only License (Pakistani)