

Resume

Tauheed Arshad Khan

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Address: Al Sajja, Sharjah, United Arab Emirates

Career Objective:

Seeking a suitable position where my experience and knowledge would be fully utilized in a career opportunity and to reach great heights. As a self-motivated person, I do have the intension to serve your esteemed organization with utmost sincerity that offers challenges to accomplish missions to **achieve** set goals with optimum perfections on the way to build up a career as a professional based on my **6** plus years of experience.

Educational Qualification:

Bachelor of Commerce – William Carey University, India.

Certification:

Highfields level 3 international Award in Emergency First Aid at Work (DCAS). (Gov. of Dubai)

Work Experience:

1. Super general trading - Sharjah, U.A.E.(March 2021 – Oct 2023)

Job Role: ***Territory Service Supervisor & Delivery & Installation Co-Ordinator.***

Designation: Customer Service Executive

Duties & Responsibilities

- Meet with customers to address concerns and provide solutions.
- Present products and services to prospective customers
- Participate in industry or promotional events (e.g., trade shows) to cultivate customer relationships.
- Plan and organize transportation activities including storage of stocks, managing information accrued from point of origin to delivery.
- Co-ordinate and track movement of stocks through logistic pathways using SAP.
- Discuss the warranty claim and expectations with customers.
- Prepare and process warranty documentation according to manufacturer guidelines.
- Adjust and resubmit any denied claims to secure payment for warranty work.
- Execute logistics plan to move stocks to reach stores on schedule.
- Assess the service needs of power retailers like **Carrefour, Emax, Sharaf DG** service-related issue and connect them with the service provided.

2. Tamarind Global - Gurgaon, India.

(Feb. 2018 – Jan 2021)

Designation: **Consultant-Guest Relation**

Duties & Responsibilities

- Handling guest arrival with pick up request and arranging the transportation.
- Assist with guest luggage as and when required.
- Inform reception manager, concierge or guest relation officers when VIP on their way to the hotel.
- Give all hotel facilities information to the guests and assist them in the car.

3. Le Meridien (Marriott Hotels)- Gurgaon, India.

(Oct 2016 – Oct.2017)

Designation: Airport Representative (Guest Service Associate)

Duties & Responsibilities

- Be present at all scheduled flight landings and assist incoming guests with baggage clearance and directing them to transport facilities.
- Standby at the arrival terminal for every flight arrival.
- Write all the additional instruction for guests or information about guest arrival or departure in the logbook and should be transferred to the expected arrival list of each airport rep.
- If the pickup is not arranged by the hotel, then, Guest should be shown only to the recommended taxi or limousine.
- Any changes on arrival and departure flight must be reported to Front Office manager and chief concierge

Computer Skills:

- MS Office (Excel Mediate level)
- Sugar CRM
- SAP

Passport & Visa Details:

Number : S5545090

Date of issue : 30/10/2018

Date of expire : 29/10/2028

Visa status : Employment visa

UAE License : Under Process.

Personal Details:

Date of birth : 09/09/1999

Sex : Male

Marital status : Single

Nationality : Indian

Language known : English, Hindi, Urdu

Declaration:

The above statements are true to the best of my knowledge. The qualification referred to above in support of my resume will be produced when required.

Tauheed Khan