



Muhammad Usama Riaz

Date of birth: 21/09/1999

CONTACT

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europass

ABOUT MYSELF

Professional Summary

Dedicated and detail-oriented Security Officer with over 1 year of experience in ensuring safety and security in high-traffic environments. Possesses a strong background in recruitment for Gulf countries, combined with hands-on experience in sales, customer service, and civil engineering. Seeking new opportunities in Europe, with a focus on Lithuania, leveraging my multi-disciplinary skills and experience to contribute to organizational success.

WORK EXPERIENCE

05/11/2023 - CURRENT Dubai , United Arab Emirates

Security Officer Transguard Group LLC

- Monitor and control access to the facility, ensuring adherence to security protocols and procedures.
- Patrol designated areas to identify and address safety concerns, escalating issues as needed.
- Provide timely incident reports and collaborate with law enforcement agencies during emergencies.
- Conduct regular inspections of security systems and ensure their proper functioning.
- Trained new security personnel in operational procedures and safety standards.

04/12/2020 - 25/05/2023 Rawalpindi, Pakistan

Call Center All Star BPO

- Handled inbound and outbound calls, addressing customer concerns and providing product information.
- Maintained high customer satisfaction by resolving complaints quickly and professionally.
- Achieved key performance indicators (KPIs) related to call volume, response time, and customer satisfaction.
- Collaborated with team members to meet service level agreements and performance targets.

01/02/2020 - 30/09/2021 Rawalpindi , Pakistan

Sales assistant Al Madina Cash and Carry

- Provided excellent customer service by assisting shoppers in locating products, answering inquiries, and ensuring a positive shopping experience.
- Maintained in-depth knowledge of product ranges, enabling accurate recommendations and boosting sales.
- Assisted in restocking shelves, organizing product displays, and conducting regular inventory checks to ensure stock availability.
- Ensured the cleanliness and organization of the store, creating a welcoming environment for customers.
- Worked closely with colleagues to maintain smooth store operations and provide timely customer service.

02/01/2019 - 30/09/2019 Islamabad, Pakistan

Brand Ambassador Phillip Morris international

- Represented the brand at various events and promotional activities, increasing product awareness and sales.
- Engaged with potential customers, presenting product features and answering inquiries.
- Conducted market research and provided feedback on customer preferences to the sales and marketing teams.
- Trained new brand ambassadors on best practices for promotional campaigns.

EDUCATION AND TRAINING

Diploma of Associate Engineering Construction Technology
Training Institute

LANGUAGE SKILLS

MOTHER TONGUE(S): Urdu

Other language(s):

English

Listening C2

Spoken production C1

Reading C2

Spoken interaction C1

Writing B2

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user

DIGITAL SKILLS

Google (Google Drive, Google Docs, Google Slides, Google Sheets, Google Meets, Google Trends)) | SOCIAL MEDIA/ SOCIAL NETWORK | Microsoft: Microsoft Word, Microsoft PowerPoint, Microsoft Outlook, Microsoft Teams

SKILLS

Key Skills

- Security Operations & Risk Management
- Recruitment & Talent Acquisition
- Civil Engineering (Project Management)
- Sales & Customer Relationship Management
- Conflict Resolution & Crisis Management
- Team Collaboration & Leadership
- Health & Safety Compliance
- Fluent Communication in English & Urdu