

CURRICULUM VITAE



USMAN SIDDIQUE

Address: Dip 1- Dubai-UAE

Cell: +971-568383955

Email address: Usmansiddique67@gmail.com

OBJECTIVE:

To work with a recognized organization at good position that calls for full utilization of my talents and offers the opportunities to apply the knowledge to research, real life situations and professional developments.

ACADAMIC QUALIFICATION:

Degree	Board/University of Examination	Year of Passing	Marks Obtained	Total marks
M.A political science	Hazara University	2013	passed	passed
Diploma in IT (1 year)	Technical Board Peshawar	2011	1072	1700
B.A	Hazara University	2011	239	550
F.A	B.I.S.E ATD	2009	492	1100
S.S.C	B.I.S.E ATD	2007	460	900
SAFETY SUPERVISOR	Khyber Pakhtunkhwa Trade Testing Board Peshawar	2014	95	100

PERSONAL INFORMATION:

- Father Name Mohammad Siddique
- Passport num FH5460882
- Date of Birth 30th, March 1991
- Nationality Pakistani
- Religion Islam
- Marital Status Married

Professional Experiences:

1. **6 Sep, 2012 to 8 May, 2014 years worked as a Sales man at Try &Buy.**

First of all to clean the shop every day moping, washing the floor and dusting every single corner of the shop.

Then to deal with the costumers with a pleasant smile every time.

To listen to the problems and issues regarding the product and try to resolve the issue as soon as possible.

To keep an eye on the stock that how much is available at the shelves.

Keeping the sale data to show the owner after every week.

To build strong connections with the customers that they should be happy shopping from our shop.

2. 2 January 2016 to 6 August 2022 years worked as a Sales Coordinator and senior sales man at MS Garments & Fabrics.

<Duties and Responsibilities>

To maintain the team and junior workers of the shop.

Responsible for performance of the juniors.

Arrange meetings with i.e. junior workers and salesman's after every week. To guide them properly to achieve their targets on time.

Build positive relations with every customer to raise business capital. Using social and electronic media to provide latest targets to Ae juniors. Resolves the issues and the problems of the customers.

To meet customers who've booked an appointment..

Get to know the taste of the customers' likes, dislikes and budget. Select goods or services in store or online that fulfill customers' needs.

Meet each individual, every salesman to support and build their good career. Set new target levels for improvement of new salesmen.

1. Served at EMIRITES POST as data entry operator and customer services provider for (4 months).

<job description>

My job description was data entry operator.

But the actual work was delivering emirates id of new coming people to Dubai.

Also to deal with the P.R.O agents of the companies, to provide them the emirates id of the company workers.

Our job description was to directly deal with new nationalities of the world coming to Dubai for work or businesses.

Also to resolve issues according to their needs.

Our main aim was to give a warm welcome to new people coming to the post office.

We were responsible for building a healthy relationship with the people who walked into the post office.

We were there to assist the local residents of Dubai in the same office.

2. Served at EXPO CITY DUBAI as Tour guide Services for 03 month (1st Oct to 31st Dec)

Maintaining a positive, empathetic, and professional attitude toward customers at all times.

Responding promptly to customer inquiries. Communicating with customers through various channels. Acknowledging and resolving customer complaints.

Knowing our products inside and out so that you can answer questions.

Processing orders, forms, applications, and requests.

3. Served at Cop 28-UAE as Admin Coordinator from 30th Nov to 12th Dec 2023

Worked under Dubai Community Management Department as an Admin Coordinator. To arrange transports inside COP for different Minister's/Prime Ministers of different countries.

4. Currently working with J&T EXPRESS as a customer service representative, Since February 2024 onwards

Job Responsibilities:

Handling calls with clients who have orders, or require information about products

purchased from the online applications like shein, Temu.
Resolving customer complaints.
Handling customer administrative tasks.
Tracking customer service metrics.
Escalating customer complaints to the relevant team.
Managing and Interpreting customer requirements.
Contributing to team effort by accomplishing related results as indeeded.

Personal Data :

- 1 Friendly & Social Pleasant Personality.
- 2 Excellent Communication Skills.
- 3 Leadership Qualities Team Player.
- 4 Time Management Strategic Planning
- 5 Quick Learner Hard Working.
Research Qualities

STRENGTHS:

- Excellent communications skills.
- Good listener and learns.

Technical Background:

Internet, Email, search, Hardware

Other Skills

- 1 MS Office.
- 2 Command on typing.
- 3 Windows 98, 2000, 2007, 2008, NT, MAC Windows.
- 4 Sports man.
- 5 Can handle all types of Cameras.
- 6 Corel Draw.
- 7 QuarkXPress.

LANGUAGE KNOWN:

Fluent in Speaking, Writing & Listening (English, Urdu, Punjabi, Pashto , Hinko)

DECLARATION:

I here declare that the above statements are true and correct to the best of my knowledge and belief

REFERENCE :

Would be furnished on Demand.

Usman siddique