



Mirza Muhammad Rehan Baig

Date of birth: 09/08/1996 | **Nationality:** Pakistani | **Gender:** Male |

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● ABOUT ME

Experienced professional at Deliveroo optimizing rider training and performance, ensuring alignment with global strategies and proactive support for underperforming riders. Meticulously managing administrative tasks including document coordination, mail handling, and drafting correspondence to maintain compliance and legal documentation with precision.

● WORK EXPERIENCE

12/10/2021 – CURRENT Dubai, United Arab Emirates

OPERATIONS COORDINATOR SEEMAB SIKANDAR DELIVERY SERVICES (SSD)

1. Working closely with Deliverer HQ to ensure the rider fleet is trained with best practices in mind and that rider training is aligned with global strategy
2. Delivering a consistent quality of training in line with industry and Deliveroo best practices and optimizing the rider training process based on current fleet performance, and general business requirements.
3. Spotting riders that are delivering below standards performance and ensuring that re-training procedures are in place to support them.
4. Manage incoming and outgoing mails, dispatching to relevant parties, and handling preparation of payments.
5. Draft professional correspondence, manage phone calls, and maintain meticulous documentation for compliance and legal files.
6. Coordinate printing, execution, scanning, and filing of documents, ensuring both electronic and physical organization.

01/2021 – 09/2021 Istanbul, Türkiye

DATA ENTRY CLERK BIRSAN CAM KAPI

1. Maintains database by entering new and updated customer and account information.
2. Prepares source data for computer entry by compiling and sorting information.
3. Processes customer and account source documents by reviewing data for deficiencies.
4. Resolves deficiencies by using standard procedures or returning incomplete documents to the team leader for resolution.

03/2019 – 09/2020 Gujranwala, Pakistan

CASHIER CHASE UP

1. Provides a positive customer experience with fair, friendly, and courteous service.
2. Registers sales on a cash register by scanning items, itemizing, and totaling customers' purchases.
3. Resolves customer issues and answers questions.
4. Processes return transactions.

10/07/2018 – 24/08/2018 Ghakhar Mandi, Pakistan

INTERNSHIP ALLIED BANK PVT. LTD.

● EDUCATION AND TRAINING

10/06/2019 – 30/11/2019 Gujranwala, Pakistan

JAPANESE LANGUAGE COURSE Sakura Nihongo Senta

01/03/2015 – 30/01/2019 Gujrat, Pakistan

BACHELOR OF BUSINESS ADMINISTRATION The University of Lahore

BBA (Hons)

Accounting & Finance

01/08/2016 – 01/10/2016 Gujranwala, Pakistan

COMPUTERIZED ACCOUNTING Soft Solution College

01/04/2013 – 12/01/2015 Gujranwala, Pakistan

INTERMEDIATE Board of Intermediate and Secondary Education

Commerce

01/01/2011 – 25/07/2012 Gujranwala, Pakistan

MATRICULATION The School of scholar

Computer Science

● DIGITAL SKILLS

Microsoft Office | Fleet Desk ERP | Proficient in Google Workspace (GSheets, GSlides, GDocs, GDrive) |
WINDOWS OPERATOR | QUICKBOOK | DATA ENTRY | PEACHTREE | Microsoft Excel

● ADDITIONAL INFORMATION

JOB-RELATED SKILLS

Accounts

Maintain the financial books and records

Perform sales and purchase invoicing

Payment processing and administration

LANGUAGES

Languages

Urdu

Panjabi

English

Turkish
