

# **Muhammad Jamshaid**

Dubai, UAE

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## **Career Objective**

- Looking for an organization where i could use my ability to improve the status of organization.
- I will be work up to the entire satisfaction of my superior.
- To enter in a challenging environment providing my best service and take part in the growth and benefit of the organization so that i will be able to develop a successful career using optimum blend of knowledge and skill.

## **Key Skills**

- Recognized for handling stressfull situations with a calm demeanor and pleasant manner
- Excellent communication and interpersonal skills with customer service orientation
- Capable of gathering information about community amenities and recreationnal activities
- Multitasker, scheduling and organization skills
- Familiar with software, computer systems and internet searches
- Good oral and written communication skills

## **Work Experience**

### **Company Driver - KFC (AMERICANA )**

**Duration: July 2020 To Present**

#### **Responsibilities :**

- Deliver a wide variety of food to deferent addresses and through different routes.
- Follow routes and time schedule.
- Ask for feedback on provided services and resolve clients complaints.
- Collect payments.
- Complete logs and reports.

### **Transguard Group - Dubai International Airport Terminal, Dubai, UAE – Porter**

**Duration: July 2018 to Feb 2020**

#### **Responsibilities:**

- Ensuring that the customer complaints are handled tactfully, promptly, with genuine concern, and according to the dealership's guidelines.
- Creating an environment where customers are regularly apprised of the current situation.
- Assisting Premium guests by providing Porter Service from curbside until check in counters.
- Baggage Handling at Staff Travel Center on a timely basis.
- Monitoring weight and size of hand baggage when deployed at Hand Baggage Check Points.
- Assisting VIP/MAAS guests with their Checked Baggage and Hand Baggage
- Responding appropriately to emergencies, according to policies and procedures.

## **Trainings**

- Airside training
- DG training CATB.
- Aviation Supplies and Academics Training
- Human Factor Training
- Safety Management System
- FOBH- Baggage Services.

## **Education**

- 2013 – Matric (SSC) in Science from Mardan Board Pakistan

### **Technical Skills**

- Environments: Windows
- Hands on experience in MS Word, Internet Surfing.

### **Personal Details**

- Visa Status : Employment
- Passport No :AK8217012
- DOB : 20/03/1997
- Nationality : Pakistani
- Languages Known : English, Urdu, Pashto
- Marital Status : Married
- UAE License : Bike
- : LMV (Manual)
- Hobbies : Playing Cricket, Gym and Reading books

### **Declaration**

-Will be given on demand