



IZHAR UL HAQ

Customer Service Officer

A highly efficient individual with extensive team leadership experience, able to adapt well to new environments and learn new processes quickly to achieve outstanding results. Strong ability to multi-task and priorities, and able to organize, train and monitor teams.

WORK EXPERCIANCE

Security Operation's Coordinator

(Transguard Group Dubai) 2023 –Present

- Complete security incident reports for all security violations occurring on my work shift.
- Respond to emergency situations in accordance with the HR/Security policies and procedures and responds to off-site facilities during emergencies.
- Perform fire inspections and conduct safety hazard inspections on a weekly basis.

Front Desk Officer

05/2019- 05/2022

Ayla Grand Hotel Alain Abu Dhabi UAE (Transguard Group)

- Greet guests as they arrive and ask if guests have a prior booking.
- Handle guest check-ins and check-outs appropriately.
- Take reservations over the telephone, through emails, and in person.
- Answer queries regarding the hotel's services, charges, dining facilities, sports facilities, and travel directions.
- Assisted guests with all questions and concerns.

Bank Security Officer

Abu Dhabi Islamic Bank Dubai (Transguard Group) 2019-2021

- Monitor assigned floor activities.
- Collaborated with security team to develop effective ways to respond to security issues
- Investigated and prepared reports on accidents, incidents, and suspicious activities.

EDUCATION

MSc sociology

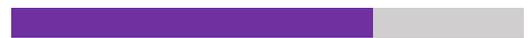
Iqra university Islamabad Pak 2017-2019

SKILLS

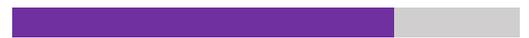
Microsoft Office



Microsoft Excel



Computer proficient



Manage multiple tasks



Reporting skills



Work ethic



Front Office Management



LANGUAGES

English



Arabic



Urdu



HOBBIES

Gardening

Shopping

Photography

Video Games

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Alain Abu Dhabi UAE



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