

ARSLAN AHMED MIRZA

(With U.A.E Valid Driving License till 28/02/2025)

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Passport No.: **AS-0919682** (Expiration Date: **22March2025**)



PROFESSIONAL PROFILE:

Currently working as Customer Service representative in khalifa port personnel in securiguard middle east LLC contract.

I am currently looking for a job opportunity that fits my acquired knowledge and education, and challenge me to practice and exercise my full potential where my experience and knowledge could be best utilized while contributing to the betterment of the organization.

I have the ability to learn quickly, able to easily adapt to new programs. I can handle multiple tasks and able to communicate well. I am dynamic, highly organized and hardworking person, dependable and can work effectively with less supervision. I can execute and perform assigned tasks under pressure and generate positive results.

KEY ROLE & RESPONSIBILITIES:

- As Customer Service Supervisor, Dealing with any kind of issue with customers, having a problem regarding customer service
- Managing the Clients brand values
- Having all information about the site which I am working
- Ability to work in any kind of environment with any kind of people
- Keep doing good work under pressure and never let my company image down
- Never get involved in any kind of criminal activities
- Always loyal with the company and follow the company policies
- Attending call from customer side and solve the issue in short time
- Try to solve aggressive person why they are not satisfied our company product which our company to sales it.
- Write down all complain our system and also asking about his or her feedback.
- Always attending all calls in time and also try to call back customer about his or her issue solve or no.
- Try to giving great customer service at least should be satisfied our service
- Try to solve the customer rush as soon as possible wait long queues.
- Try to send all customer complain to customer service manager through by email.

WORKING EXPERIENCES:

- ☑ Currently working as a customer service represented in securiguard middle east LLC
- ☑ (2019 till 2023 As a security guard middle east LLC (UAE)
- ☑ 3 years' experience as the customer service in Dubai airport 2012 to 2015 as a G4s security service contract
- ☑ 2016 to 2019 as security coordinator G4S security guard middle east (UAE)

TRAININGS ATTENDED:

- ☑ **Basic Security Course / Abu Dhabi**
- ☑ **PSFRD License / Abu Dhabi**
- ☑ **Fire Fighting Safety Training Course / G4S**
- ☑ **Basic First Aid Training Course / Abu Dhabi**
- ☑ **DPS – Department of Protective System) / Dubai Police Academy**
- ☑ **Customer Service Training / Sponsored by Dubai Airport**
- ☑ **SIRA Training / Dubai Protective System**
- ☑ **Handcuff, Bomb Treat, Chemical & Biochemical, Emergency & Fire Training**
- ☑ **Customer Service Certificate / Dubai Airport**

EDUCATIONAL QUALIFICATION:

- ☑ Sterile Processing & Distribution Course (**Podium Medical Training Institute, Abu Dhabi**)
- ☑ Matric (**Mannar Public School, Rawalpindi Board, Pakistan**)
- ☑ Intermediate in Computer Science (**Islamia College, Rawalpindi Board, Pakistan**)
- ☑ Bachelor of Arts (**Allama Iqbal Open University Islamabad, Pakistan**)

COMPUTER SKILLS:

“Advanced Computer Diploma Course in AUTOCAD College of Information Technology”

- ☑ MS Word
- ☑ MS Excel
- ☑ MS PowerPoint
- ☑ Internet Explorer Browsing
- ☑ Basic Operating System

PERSONAL INFORMATION:

- ☑ Age / Birthdate / Birthplace: 39 / November 18, 1983 / Pakistan Rawalpindi
- ☑ Gender / Status / Height: Male / Married / 5' 7"
- ☑ Nationality / Religion: Pakistan / Muslim
- ☑ Languages Spoken: English, Hindi, Basic Arabic, Punjabi, Urdu