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| **Akbar Jan** |  | EDUCATION |
|  | **MBA (Master of Business Administration):**  Islamia College university Peshawar Pakistan  2012—2014  **16** years’ education  **BSC (Bachelor of sciences):**  UNIVERSITY OF PESHAWAR Pakistan  2010—2012  **14** years of education  **DIT (Diploma of information technology):**  Additional Qualification  2011 (Duration **1** year) |
| PROFILE I am seeking an employment in a competitive and challenging environment which provide me advancement opportunities, where I can use my education, experience and skills for organizational and personal growth. **CONTACT** PHONE:  +971 521832280  ADDRESS:  Alqouz/2, Dubai UAE  Email:  [akbarkpk83@gmail.com](mailto:akbarkpk83@gmail.com) **PERSONAL** **INFORMATION** Gender: Male  Nationality: Pakistani  Date of birth: July 1989  Marital status: Married  Religion: Islam  Visa status: Employment  Passport no: FK8795251 |  | WORK EXPERIENCE |
|  | **FACILITY SUPERVISOR:**  **Location: Dubai UAE**  **May 2019 -to- Present.**  **Duties and Responsibilities:**   * Supervising and coordinating the Day-to-day Maintenance, Cleaning, and Security tasks. * **Maintenance** includes (Mechanical, Electrical, Plumbing, HVAC, Safety and Waste management) * **Security** includes (IT system like CCTV and Access control, Emergency responses, Incident investigation, and all other standard security duties) * **Cleaning** includes (supervision of the cleaning staff, ensuring that cleaning is delivering to all areas of the building and focusing on staff performance)   **CUSTOMER SERVICE REPRESENTATIVE:**  **Location: Dubai UAE**  **August 2016 – January 2019.**  **Duties and Responsibilities:**   * Answering incoming calls and responding customers queries via telephone, person, mails, and follow up customers calls where necessary. * Helping customers by providing helpful information, always in a professional and efficient manner and ensure that customers are satisfied * Keeping records of customers’ interactions, comments, complaints, and all call information according to standard operating procedure. * Managing and dealing with cleaning and maintenance issues. * Preparing daily work report about issues and problems to the site supervisor.   **INTERSHIP:**  **(Location: Pakistan)**  **National Bank of Pakistan**  For degree completion  Duration (**06 Months)**  **Duties and Responsibilities:**   * Worked at (Remittance Department, Cash Department). * Managing transactions of customers using cash registers and collecting payments whether in cash or credit. * Perform clerical tasks such as typing, filing and issuing receipts. * Sort and file deposit slips and checks. * Inform customers about foreign currency regulations, and compute transaction fees for currency exchanges. * handling 40 to 50 transactions on average daily, and count money in cash drawers to ensure the amount is correct.   **PROJECT SUPERVISOR:**  **(Location: Pakistan)**  **Haji Mirza Gull and Sons**  Construction Company KPK Pakistan  2014 –To – 2016  **COMPUTER OPERATOR:**  **(Location: Pakistan)**  **Daily Frontier News** (News Paper) Peshawar Pakistan  May 2007 –To – Sep 2008   * MS Office (word, Excel, PowerPoint, Outlook). * Typing and Ability to efficiently use of an advanced Software’s. * Advance math’s skills * Excellent interpersonal communication * Ability to effectively manage time and prioritize tasks * Strong product knowledge and understanding of target customers * Professional telephone etiquette * Ability to work in a busy environment. * Problem solving. * **UAE Driving license/no, 03-Manual** * DPS, (Department of Protective System) * SIRA, (Security Industry Regulatory Agency) * Fire Fighting * Safety First * First Aid * POD (People of Determination * UAE Embassy * Foreign Office Pakistan * HEC (Higher education Commission of Pakistan) * Controller of University Board * English * Urdu * Pashto * Hindi   **REFERENCE:**  Will be providing on demand  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  AKBAR JAN (Applicant |