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| **Akbar Jan** |  | EDUCATION |
|  | **MBA (Master of Business Administration):**Islamia College university Peshawar Pakistan2012—2014**16** years’ education**BSC (Bachelor of sciences):**UNIVERSITY OF PESHAWAR Pakistan2010—2012**14** years of education**DIT (Diploma of information technology):**Additional Qualification2011 (Duration **1** year) |
| PROFILEI 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 521832280ADDRESS:Alqouz/2, Dubai UAEEmail:akbarkpk83@gmail.com**PERSONAL** **INFORMATION**Gender: MaleNationality: PakistaniDate of birth: July 1989Marital status: MarriedReligion: IslamVisa status: EmploymentPassport 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 completionDuration (**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 Pakistan2014 –To – 2016**COMPUTER OPERATOR:****(Location: Pakistan)****Daily Frontier News** (News Paper) Peshawar PakistanMay 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 |