



	<b>Personal Details</b> <b>Name</b> Muhammad Usama Riaz <b>Email</b> riazusama251@gmail.com <b>Marital Status</b> Married <b>Passport</b> DA9910171 <b>Nationality</b> Pakistani <b>Mobile</b> +971-551863590
<b>Career Objective</b>	
	Seeking an Admin / Operations Position/ Sales/Office Coordinator /Customer Services Officer/Teacher/Aviation Security
<b>Core Competencies In</b>	
	<ul style="list-style-type: none"> <li>• Self-starter with innovative ideas, can do attitude and a +ive approach.</li> <li>• Strong ability to manage an office and teams independently.</li> <li>• Sound knowledge of Administrative / Operation tasks.</li> </ul>
<b>Professional Experience</b>	( Protection Unit) Aviation security Officer DXB Airport
Aviation Security Officer DXB Airport 	<u>Responsibilities include:</u> <ul style="list-style-type: none"> <li>• Responsible for controlling the access of contractors and outside visitors to the airport by screening and issuance of the security passes and visitors passes.</li> <li>• Checks the Belongings of the colleagues,visitors and contractors accessing and axiting the premises via the colleagues check point.</li> <li>• In an emergency situation,to notify concerned Government agencies(Police,Civil defense,Ambulance&amp;CID,s) through the team leader.</li> <li>• Follows All related policies and Procedures related to the security and safety at all time.</li> <li>• Monitoring of the CCTV system,Fire alarm panel&amp;emergency telephone,elevator control monitor and emergency light control monitor.</li> <li>• Carries out foot and vehicle patrols,access control,control of Keys,emergency response and Notification and public relations.</li> <li>• Safe custody of the lost and found items.</li> <li>• Controlling the accessto the main guestlift landing area.</li> </ul>

<p>Adimac Abu Dhabi Merchant acquirer Sharjah, UAE</p> 	<p>Worked as <b>Tele Caller.</b> <u>Responsibilities include:</u></p> <ul style="list-style-type: none"> <li>• Monitor competitors' products or services and create selling strategies for own products or services.</li> <li>• Handle customer needs and requirements.</li> <li>• Maintaining customer's satisfaction.</li> <li>• Ensure customer follow-up all the time</li> <li>• Handling problematic and annoyed customers &amp; resolving client issues.</li> <li>• Respond to customer inquiries and resolve.</li> <li>• Refer customer needs or inquiries to appropriate departments like sales, marketing, administrative or other departments.</li> <li>• Assist and support sales, marketing or other departments in handling customer requests and needs.</li> </ul>
<p>Standard chartered bank Islamabad Pakistan Aug 2013 - July 2014</p> 	<p>Worked as <b>Tele Recovery Officer.</b> <u>Responsibilities include:</u></p> <ul style="list-style-type: none"> <li>• To contact customers through calls who owe money to the bank and get the amount recovered.</li> <li>• To keep a constant follow up with customers</li> <li>• To manage and control all matters relating to delinquent CB accounts (Unsecured, Secured &amp; Staff Loans) by constantly executing collection &amp; recovery procedures and ensuring appropriate actions are taken to ensure full recovery.</li> <li>• Ensures remedial action is taken when required to keep performance in line with business objectives.</li> <li>• Perform administrative work or other job functions related to collections and recoveries.</li> <li>• To monitor accounts daily in the allocated queues and effectively utilize SCB's collections systems in line with approved recovery strategy.</li> </ul>
<p>PTCL Contact Centre Islamabad Pakistan July 2012 – March 2013</p>	<p>Worked as <b>Quality Assurance Executive.</b> <u>Responsibilities include:</u></p> <ul style="list-style-type: none"> <li>• Function as versatile team player with ability to quickly access, comprehend, monitor and calls scenarios, customer groups, and product type.</li> <li>• MIS co-ordination.</li> </ul>
<p>PTCL Contact Centre Islamabad Pakistan Nov 2011 – July 2012</p> 	<p>Worked as <b>Flour Coordinator/Team Leader</b> <u>Responsibilities include:</u></p> <ul style="list-style-type: none"> <li>• Responsible for new hiring with coordination of managers and concern department, Supervision of the floor and teams.</li> <li>• First point of contact for quality and reporting departments.</li> <li>• Dealing with Staff attendance and disciplinary issues.</li> <li>• Listen to Team members feedback and resolve their queries or conflicts. issuing warning and experience letters to the employees.</li> <li>• Motivate Team members.</li> </ul>

<p>PTCL Contact Centre Islamabad Pakistan Nov 2009 – Nov 2011</p> 	<p>Worked as <b>Customer Service Executive</b>. <u>Responsibilities include:</u></p> <ul style="list-style-type: none"> <li>Manages the Client Services Coordinators (creates staff schedules, manages workflow, handles staffing and employee issues, enforces departmental policy and procedures, is a best practices example for Client Services Duties, etc.).</li> <li>Maintaining client's satisfaction.</li> <li>Assure that staff is provided with proper training, instruction, tools, and methods to perform their jobs.</li> <li>Handling problematic and annoyed customers &amp; resolving client issues.</li> </ul>
<p>Win-Gate Public School Islamabad Pakistan Oct 2006 – Nov 2009</p> 	
<b>Computer Literacy</b>	
	<p>I am good in using information &amp; communication Technology system such as <b>CACS, C -400, CWX, EBBS, BNCC, CRM, TEKIDIAL/X-LITE</b> including <b>Microsoft office</b> applications etc.</p>
<b>Training &amp; courses</b>	
	<ul style="list-style-type: none"> <li>D.G.R Training.</li> <li>Fire&amp;safty Training.</li> <li>Sira License Holder From Dubai Police.</li> <li>First Aid Training.</li> <li>E.T.D Training.</li> </ul>
<b>Awards and Honors</b>	
<p>PTCL PTCL PTCL PTCL  WIN-GATE</p>	<ul style="list-style-type: none"> <li>Top Sales Performer.</li> <li>Appreciation letters of "Best Performance in Sales".</li> <li>Achieved "Call of Fame" 2010 &amp; 2011</li> <li>Record V-Fone IVR (Nationwide).</li> <li>Best teacher Award in 2009.</li> </ul>
<b>Educational &amp; Pro Dev</b>	
<p>Aviation Training university Dubai. University of Faisalabad Pak</p> <p>Federal Board of Faisalabad Pakistan, 2004</p> <p>Federal Board of Faisalabad Pakistan, 2002</p>	<p>Aircraft protection Unit Training. Masters Degree in the Subject of Education.</p> <p>HSSC.</p> <p>SSC.</p>
<b>Languages</b>	
	English

