



# ADIL KHAN

## Supervisor-Customer Service / Transport / Construction / Sales

### PERSONAL SUMMARY

An experienced Supervisor having 15 years of international experience as able to explain information clearly, recognize excellence in individuals, and inspire team members to achieve their potential while working toward common goals.

An excellent communicator who can relate well with people at all levels and is able to work well as individually.

A well-presented, articulate and capable Sales Consultant with a proven ability to provide the excellence customer service and care required to ensure overall clients satisfaction. Looking for a suitable supervisory position with an exciting and innovative company that offers room for progression.

### CAREER STATEMENT

*"I feel that my greatest strengths are firstly my strong commitment to providing professional support to colleagues. Secondly my skill at developing & maintaining a close working relationship with people from all backgrounds."*

Adil Khan

### KEY SKILLS

- Excellent communication and social skills.
- Decision-making
- Customer Service.
- Mentorship
- Computer Skills.
- Salesmanship
- Highly organized, in order to maintain orderly and complete records.
- Analytical Thinking
- Written & verbal communication
- Interpersonal skills
- Adaptability
- Time management
- Conflict resolution
- Cooperation
- Positivity

### CONTACT

**Adil Khan**

S/O Aman Akhter Khan

Address: Abu Dhabi, UAE

DOB: 01-06-1984

NIC#: 13302-0497400-7

Passport#: ES4104004

Visa Status: Visit

Religion: Islam

Marital Status: Married

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### PROFESSIONAL

**English Speaker**

**Arabic Speaker**

**Urdu Speaker**

**First Aid**

### DUTIES AND RESPONSIBILITIES

#### Security Supervisor

- Supervise and guide a team of security personnel.
- Use of IT systems for access control, site patrolling, emergency response, report generating, incident investigation and all other standard security duties.
- Enforcement of the site rules and standards including housekeeping, security, health & safety to visitors and occupants.
- Provide extremely high levels of customer service to contractors, visitors and occupants of the site
- Investigate incidents and send reports to the Security Manager
- Inspection of fence line and general site surroundings on a regular basis
- Maintenance of records and log books
- Monitoring of site plant, intruder & fire alarms.
- Operation of site communications equipment.
- Police liaison.
- Site Patrolling and reporting.
- Use of fire extinguishers when required.
- Regularly patrol and spot-check premises.
- Assisting Security Manager in handling incidents.
- Conduct emergency response drills;
- Daily physical hazard/safety inspections
- Gather information and complete reports, and Maintain confidentiality.
- Handle all interruptions and complaints
- Risk assessment of asset.

## PERSONAL SKILLS

Articulate

Flexible attitude

Determination

Perseverance

Attention to detail

Confidence

## Customer Service Supervisor

- Acknowledging and resolving customer complaints.
- Maintaining a positive, empathetic and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Processing orders, forms, applications and requests.
- Keeping records of customer interactions, transactions, comments and complaints.
- Handling customer comments and complaints in a professional manner
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support

## CAREER HISTORY

Currently resigned from the transport company “Abdullah Al Qamzi Transport LLC” Al Faya where worked as a **Logistic Supervisor**.

## SUPPLEMENTARY SKILLS

- Having U.A.E Light **Driving License (Manual)** valid till 2025
- Completely aware of all kind of Vehicles and UAE roads
- Basic Safety Course IOSH, First Aid, Fire Fighting, Environment
- Certificate of Office Automation in computer sciences (06 months) from Haripur, Pakistan
- Having a good exposure in Internet Skills

## EXPERIENCES

*Shangri-La Hotel & Souq Abu Dhabi, UAE.*

Security Supervisor

December 2008 – September 2010

*ICAD II & III Zones Corp Project, Abu Dhabi UAE*

Patrolling Security Supervisor

October 2010 – June 2013

*Mafraq Ghawafat -3B Project as Accommodation Camps, Abu Dhabi UAE*

Camp and Security Coordinator

July 2013 – November 2015

*Al Jaber Group LLC, Abu Dhabi, UAE.*

Area Coordinator – Al Jaber Group Sites

December 2015 – October 2021

Mafraq ICAD-II, III, Al Watba, Muhammad Bin Zayed, Baniyas, Musaffah, Western Region

## AREAS OF EXPERTISE

- Business prospecting
- Key relationship management
- Revenue generation
- Energetic
- Friendly
  - Proficient salesperson
  - Strong presentation skills
  - Persuasive communicator
  - Analytical problem solver
  - Resourceful nature

## ACADEMIC QUALIFICATIONS

**HSSC** - *Annual Session 2005-2006*  
Board of Intermediate & Secondary Education  
Abbottabad, KPK, Pakistan

**SSC** - *Annual Session 2001-2002*  
Board of Intermediate & Secondary Education  
Abbottabad, KPK, Pakistan