

## Usman Jehangir

**Address:** Hamdan, Abu Dhabi, UAE

**Date of Birth:** 29 January 1996

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**Emirates ID:** 784-1996-5150947-5

**Visa Status:** Employment

**LinkedIn I.D:** linkedin.com/in/usman-jehangir46

**Mobile No:** +971522726816

**Good at Speech:** Arabic, English, Urdu

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### CAREER OBJECTIVE

Seeking a position with a dynamic organization which will enable me to apply my educational and creative skills and could develop in-depth knowledge of my premium customer's services to make optimum use of my skills and capabilities in a reputable organization that will offer me a chance to grow my career opportunities.

### WORK EXPERIENCE

**Team Member / Cashier**

(September 2020- Present)

Pizza Hut Americana Kuwait Food Company, Abu Dhabi, UAE

**Customer Service** (July 2019-December 2019)

Pakistan Telecommunication Company Limited, Sialkot, Pakistan

**Sales Ambassador/Promoter** (July 2017- June 2019)

Vivo Mobile Company Limited, Sialkot, Pakistan

**Team Leader** (May 2015-April 2017)

Frangoze Café & Restaurant, Sialkot, Pakistan

### JOB RESPONSIBILITY

- ❖ Manage phone calls, face to face interactions, client's adjustment
- ❖ Great & Direct Customers
- ❖ Negotiate with customers & solve customer complaints
- ❖ Follow communication procedure, guidelines & policies
- ❖ Accepting payment and manage after-sales services
- ❖ Advising customers on their purchases
- ❖ Ensure the availability of stock for sales and display new arrivals
- ❖ Making sure sales targets are met

## PROFESSIONAL SKILLS

- ❖ Committed to delivering high levels of Customer Service
- ❖ Committed to use high levels of Selling skills
- ❖ High level of commercial awareness and cost control capability
- ❖ Previous experience of managing a department and Profit and Loss account
- ❖ Excellent leadership, interpersonal and communication skills
- ❖ Flexibility to respond to a range of different work situations
- ❖ Excellent grooming standards
- ❖ Self-motivated with a result-driven approach
- ❖ Smart thinker & smart worker
- ❖ Proficiency, at an expert level, with computers and computer programs, including Microsoft Office
- ❖ Strong communication skills

## EDUCATIONAL HISTORY

### **Master's in commerce** (2019)

University of Management & Technology, Sialkot, Pakistan

### **Bachelor's in commerce** (2016)

University of the Punjab, Lahore, Pakistan

### **Intermediate** (Fsc Pre-Medical) (2013)

Govt. Allama Iqbal Post-Graduate College, Sialkot, Pakistan

### **Matric** (Science) (2011)

Rai Education School System, Sialkot, Pakistan

## OTHER SKILLS

- ❖ Having Essential Food Safety Training - ADAFCA standards
- ❖ Having valid UAE Driving License

## Declaration

I do hereby declare that all the details provided above are true to the best of my knowledge.

(Usman Jehangir)

