



Muhammad Azhar Khan

Customer Service Agent | Security Staff

CONTACT

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- Abu Dhabi, UAE

EDUCATION

- 2015
Bachelor of Science
University of Azad Kashmir, Pakistan
- 2010
Higher Secondary Education
Mirpur Azad Kashmir, Pakistan

KEY SKILLS

- MS Office (Word, PowerPoint & Excel) and POS Softwares.
- Outgoing personality with an ability to empathies with customers.
- Excellent attention to detail, Customer service and ability to handle pressure
- Communication & Interpersonal Skills.
- Excellent written and verbal communication skills.
- Able to balance a customer-oriented and a results-driven approach.
- Patient and comfortable dealing with complaints.

PROFESSIONAL SUMMARY

Versatile and reliable Customer Service Agent and Security Staff with extensive experience providing assistance in multiple industry. Strong dedication to helping customers resolve issues and cultivating a positive image of the company. Excel in both team environments and alone. Proven ability to listen attentively, solve problems quickly and efficiently, and create high-quality professional relationships with callers. Fully committed to following company procedures and winning loyal customers.

WORK EXPERIENCE

Security Staff

Aug, 2022 - Present



Dubai, United Arab Emirates

Key Job Responsibilities

- Giving the squad to the VIP moments at the company.
- Also check the visitors passes and Entry and exit goods delivery note and update in the system.
- Patrol property on foot, securing personnel, assets, buildings, gates, and fence perimeter are secure in all weather conditions.
- Investigate and take the appropriate lawfully action as authorized by the corporate policy on accidents, incidents, trespassing, suspicious activities, safety and fire incidents.
- Control and monitor surveillance equipment, and perform building and equipment inspections.
- Guard access points, permitting or refusing entry, restraining trespassers, and direct heavy traffic during start and end of business hours.
- Complete daily reports, including relevant information, observations, surveillance footage, and signatures.
- Secure all doors, windows, and exits, depending on shift.
- Enhance Occupational Health and Safety awareness among OSC employees and contractors in the year 2023.
- Increase near miss reporting by 20% for entire OSC for the year 2023, taking 2022 as the baseline.
- Reduce the number of paper-based activities in OSC by adapting electronic alternatives for at least 10% of the paper-based activities till December 2023 taking 2020-2021 as baseline data.
- Enhance awareness on Waste Management by 80% Increase in Recycle of Hazardous waste of OSC Departments.
- Issuing the visitors daily passes and monthly passes for entry.

PERSONAL INFO

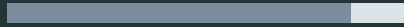
- **Nationality** : Pakistani
- **Visa Status** : Employment Visa
- **Driving License** : Light Vehicle & Heavy Bus

REFERENCE

Will be furnished upon request

LANGUAGE

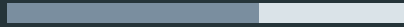
English



Hindi/Urdu



Arabic



Security Officer

2016 – July, 2022



Abu Dhabi, United Arab Emirates

Key Job Responsibilities

- Mostly customer service and work on reception.
- Serves visitors by greeting, welcoming, and directing them appropriately.
- Notifies company personnel of visitor arrival.
- Maintains security and telecommunications system.
- Informs visitors by answering or referring inquiries.
- Directs visitors by maintaining employee and department directories.
- Maintains security by following procedures, monitoring logbook, and issuing visitor badges.
- Operates telecommunication system by following manufacturer's instructions for house phone and console operation.
- Keeps a safe and clean reception area by complying with procedures, rules, and regulations.
- Supports continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.
- Contributes to team effort by accomplishing related results as needed.
- Secure premises and personnel by patrolling property; monitoring surveillance equipment; inspecting buildings, equipment and access points; permitting entry Obtain help by sounding alarms.
- Prevent losses and damage by reporting irregularities, informing violators of policy and procedures; restraining trespassers.
- Control traffic by directing drivers.
- Complete reports by recording observations, information, occurrences, and surveillance activities; interviewing witnesses; obtaining signatures.
- Ensure the security, safety, and well-being of all personnel, visitors, and the premises.
- Provide excellent customer service.
- Adhere to all company service and operating standards.
- Remain in compliance with local, state and federal regulations.
- Respond to emergencies to provide necessary assistance to employees and customers.
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DECLARATION

I hereby declare that the details and information given above are complete and true to the best of my knowledge.

MUHAMMAD AZHAR KHAN