



Contact

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Email

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Address

Deira, Dubai(UAE)

Expertise

- # Customer services
- # Excel etc
- # Graphic design
- # Team Leader
- # Office Automation
- # Data Entry

Language

English

Urdu

Punjabi

Pushto

Hobbies

- # Tennis
- # Cricket
- # Hiking
- # Travelling
- # Reading

Arbaz Khan

INTRODUCTION

My name is Arbaz Khan. I am from Pakistan, currently living in Dubai, UAE. I did an IT in computer science and also having a diploma in DIT. Having skilled in multiple tasks and having expertize in almost all computational work. Creative, hardworking, punctual and obedient who manage time in fiercely competitive, fast paced environment

Experience

COMPANY | NRTC FRESH

OPERATIONS SUPERVISOR

eCommerce-Department

Currently worked in a company named NRTC FRESH based in Dubai, Ras Al Khor(UAE). Worked as an operations supervisor in an e-Commerce Department in the company. Team leader and managing multiple tasks.

Roles and responsibilities

1. Managing operations and submitting daily reports to the management
2. Responsible to train newbie employees.
3. Team leader and managing complaints about different customers.
4. Personal Assistant of marketing manager.
5. Leading and controlling e-Commerce operations and flows.
6. Checking end-to-end Stocks and making reports according.
7. Creating and managing team schedules.
8. Managing events for the company.

COMPANY | NOOR AL HUDA

TEAM LEADER AND CUSTOMER CARE

Team leader and customer care experience in Dubai, UAE in a reputed company called Noor Al Huda(Documents clearing services).

Roles and responsibilities

1. Dealing customers/clients via Telephone or Email about major issues.
2. Rates and products refunding and renewing.
3. Handling complaints, provide appropriate solutions for customers, and
4. Follow up to resolve any issues related to their problems/issues.
5. Maintain customer accounts and record, account information.
6. Active Listening, positive vocabulary, time management.
7. Easily Assess to Customer Needs.
8. Giving information and briefly describes about different cases.

EXPERIENCE

■ Institute | Kohat Model School and College

Security Guard

Worked as a security guard in a school/college located in a city kohat, Pakistan.

Roles and responsibilities

- Inspect and patrol premises regularly.
- Monitor property entrance.
- Authorize entrance of people and vehicles.
- Report any suspicious behaviors and happenings.
- Secure all exits, doors and windows.
- Monitor surveillance cameras.

SIRA CERTIFICATE

Got Sira Certificate from Security Industry Regulatory Agency located in Al Mamzar near Century Mall Dubai, U.A.E. This certificate is under the authority of United Arab Emirates.

EDUCATIONAL HISTORY

Inter/High school



Government Post Graduate College
Kohat, Pakistan | 2020- 2021



Did inter with 73.4% in computer
science IT

Academy name



DIT Diploma | 2021-2022



Did diploma from
Highlight computer
academy Kohat, Pakistan