

# Khurram Shahzad

Abu Dhabi, United Arab Emirates

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## Objective

Customer service representative with six years experience providing excellent services to customers in a dynamic work environment. Solid communication skills, good interpersonal skills and fast in resolving customer complaints with excellent problem-solving skills. Personable and articulate customer care professional with a history of providing outstanding support to customers.

## Personal Details

- Marital Status : Married
- Nationality : Pakistani
- Gender : Male
- Age : 30 years
- Country of Resident : United Arab Emirates
- Mobile No : +971 50 862 3765
- Email Address : Khurram.shehzad1414@gmail.com

## Education

Course / Degree	School / University	Grade / Score	Year
Bachelor of Arts	University of Gujrat, Pakistan	C	2014
Intermediate	Federal Board of Intermediate and Secondary Education, Islamabad	C	2011
Matriculation	Board of Intermediate and Secondary Education, Gujranwala	C	2009

## Certificates

- Microsoft Office Proficiency. Computer Literacy. Control Panel. Internet Usage. Microsoft Windows.
- Occupational Safety and Health Administration Certificate.
- Community Basic Life Support & Fire Safety Orientation Certificate.
- Basic Security Guard course certificate from National Security Institute NSI.
- Abu Dhabi Security Guard PSBD License
- Appreciation Certificate from Abu Dhabi National Oil Company (ADNOC).

## Skills

- Providing excellent customer service with professionalism
- Documents Control / Documents Handling
- Handling Phone calls and Emails
- Entering visitors information into the Computer
- Maintaining a Report of daily activities

- Welcoming VIP guests and VIP protocol
- Monitoring CCTV Camera's / Surveillance
- Writing a Incident / Accident reports
- Responding to Emergencies

## Work Projects

- ADNOC - Abu Dhabi National Oil Company
- Al Hosn Gas, Liwa. Abu Dhabi
- National Corporation for Tourism & Hotels. Al Ruwais
- Khalifa University. Abu Dhabi

## Experience

- **Star Security Services LLC, Abu Dhabi**

25-10-2016 - Present

Security Officer

I have six years & six months working experience in the field of security industry. star security services LLC, Abu Dhabi. United Arab Emirates

## Languages

- English
- Urdu
- Punjabi

## Additional Information

All Educational Certificates Attested from Embassy of United Arab Emirates