

## **Muhammad Awais Akram**

Abu Dhabi, United Arab Emirates • Tel: +(971) 56 761 3148 • Email: awaisakramhpr@gmail.com

### **SUMMARY**

Attentive individual with working experience of Customer service and hand sound knowledge of security systems and procedures along with CCTV operations. Additional experience as a document controller. Known for compassionate beside manner and ability to communicate clearly. Team worker and problem solving knowledge. Have bachelor degree in physics.

### **WORK EXPERIENCE**

2017 to Present

#### **Customer Service Representative/ Document Controller**

*Line Investments LLC - Al Jaber outsource visa*

Abu Dhabi, United Arab Emirates

- As a Customer Service Representative (CSR), I have developed a strong skillset in handling customer inquiries, resolving complaints, and providing excellent service. My experience in this field has equipped me with the ability to handle high-pressure situations, multitask, and maintain composure while communicating with customers.
- As a document controller, I have developed skills for Categorizing, filing and retrieving documents. Familiar with the common software and MS Office. Able to take an orderly approach to keeping both physical and electronic documents including the process needed to discard obsolete records appropriately

2014-2017

#### **Physics Lecturer**

*Universal public school and college*

Haripur, Pakistan

- Planning, preparing and delivering lessons to a high standard.
- Marking students course work.
- Contributing to the implementation of departmental and school improvement plans.
- Coordinating teaching assistants and supply teachers.
- Preparing textbooks, handouts, course work & homework assignments.

- Participating in meetings with other teachers and also parents.

## EDUCATION

December, 2014 - BS(Hons) Physics  
University of Haripur  
Haripur, Pakistan

2010 - Intermediate  
BISE ABBOTTABAD  
Haripur, Pakistan

2008 - Secondary School Certification  
BISE ABBOTTABAD  
Haripur, Pakistan

## RELEVANT SKILLS

- **Professional skills:** CCTV operations  
Microsoft Office  
Adobe Photoshop  
Inpage  
Corel Draw  
Tutoring and Notes Making  
Document controlling  
Composing, Printing, Copying
- **Personal skills:** Active listening  
Problem sensitivity  
Communication skills  
Attention to detail  
Influencing skills
- **Languages:**  
English (R, W, S)  
Urdu (R, W, S)  
Hindi (R, W, S)

- **Professional Certification**

Certificate of Security training from United Arab Emirates