

# MD ABUL KALAM AZAD

+971567553255 bsl.azad@gmail.com Al Nakheel building Deira Dubai, Dubai, UAE

#### **OBJECTIVE**

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges. Great communicator and leader with a strong determination to finish my job within schedule.

#### PROFILE

Date of Birth: 27Dec1979

Gender: Male

Marital Status: Married Nationality: Bangladesh Visa status: Own visa

# **EXPERIENCE**

25/12/2022

- Till

### · Front office

LOTUS furnished Hotel apartment, Ajman, UAE

Greet all guests and assist them with check-in and check-out.

Maintain a positive attitude and friendly demeanor. Respond to all guest questions and requests.

Answer and forward phone calls.

Manage guest bookings and reservations

Keep a tidy and orderly workspace.

Assist with administrative and clerical tasks as needed.

25 Dec 2018 - 15 Sep 2020

## Cashier (RTA BUS & MSCP)

Transguard group - UAE

Manage transactions with customers using cash registers

Scan goods and ensure pricing is accurate Collect payments whether in cash or credit WIssue receipts, refunds, change or tickets Cross-sell products and introduce new ones

Resolve customer complaints, guide them and provide relevant information

Greet customers when entering or leaving the site

Track transactions on balance sheets

Provides a positive customer experience with fair, friendly, and courteous service.

15 Feb 2012 - 20 Dec 2018

## Cashier (RTA MSCP)

G4s - UAE

Provides a positive customer experience with fair, friendly, and courteous service. Registers sales on a cash register by scanning items, itemizing and totaling customers' purchases.

Resolves customer issues and answers questions.

Balances cash drawer by counting cash at beginning and end of work shift.

Provides pricing information by answering questions.

Itemizes and totals purchases by rec<mark>ording prices, departments, taxable and</mark>

nontaxable items; and operating a cash register.

20 Jun 2005 - 10

# · Security officer

G4s - UAE

## Feb 2012

To meet and greet customers.

- Maintain the health and safety environment.
- Help in attending customers in filling up forms and queries.
- Be vigilant at all times while on duty.
- Keep the records and documents updated as per the requirement of the clients and company.
- Responsible for patrolling and keeping the records of all security incident Controlling the movement who is coming and going.
   Monitoring the CCTV

#### **EDUCATION**

1998

Bachelor Degree
 National University Bangladesh

#### **CERTIFICATIONS**

FIRE & EMERGENCY RESPONSE TRAINING

Al Barashi Quality & Safery Consultants in Sharjah,UAE. - 2006

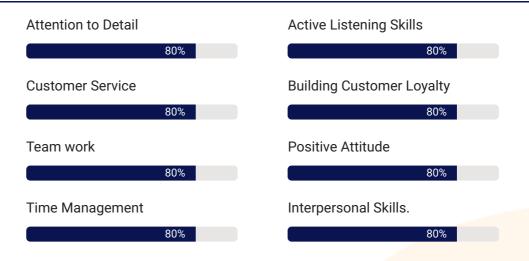
SIRA

Dubai Police Academy, Dubai, UAE - 2016

CASH AND VALUABLES IN TRANSIT COURSE (CVIT)

Emirates Group Security, Center of aviation & Security Studies in Dubai, UAE - 2017

#### SKILLS



# **LANGUAGES**

- English
- Hindi
- · Bengali (Native)
- Arabic (Basic)

#### REFERENCE

- Abdul Razzak "RTA (Dubai)"
  - S. Supervisor +971556006156
- Hazi Quadi "RTA (Dubai) " S.Supervisor