



MD ABUL KALAM AZAD

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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 recording prices, departments, taxable and 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 & Safety 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

Attention to Detail



Active Listening Skills



Customer Service



Building Customer Loyalty



Team work



Positive Attitude



Time Management



Interpersonal Skills.



LANGUAGES

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

REFERENCE

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

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