

Azmat Rasheed

Polite and professional person with strong communication and multitasking skills. Experienced in resolving customer complaints within company guidelines and using own initiative. Implements customer follow-up to uphold service standards and guarantee customer satisfaction.



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📍 Talagang Distt Chakwal ,
Pakistan

📅 1, October.1991

🚩 Pakistani

🚗 UAE Driving License LMV 03
Manual/Auto

VISA STATUS (JAN2024 TO JAN2026)

Now Living in Dubai on Freelance visa for 2 years & working with Amazon

WORK HISTORY

September 2023 to January 2024

Patrolling Security

Transguard LLC, Dubai, UAE

- Reported suspicious activities and persons to law enforcement for appropriate incident management.
- Signed in and issued passes to visitors and contractors.
- Inspected fire escapes, extinguishers and emergency lighting systems.
- Patrolled facilities to prevent crime and unruly behaviour.
- Warned offenders about rule infractions and violations, evicting violators from premises.

August 2022 to September 2023

Receptionist /Customer Service

Transguard LLC, Dubai , UAE

- Screened and verified visitor IDs, maintaining security of personnel and office environment.
- Kept reception area clean and neat to give visitors positive impression of the company.
- Greeted incoming customers in a professional manner and provided friendly, knowledgeable assistance.

EDUCATION

2011

Bachelor Business in Commerce Account's

Punjab University , Lahore, Pakistan

2009

Diploma in commerce Account

PBTE , Lahore, Pakistan

2007

Matriculation Science

High school , Talagang, Pakistan

SKILLS

- Safety and security
- Customer service
- Operations management
- Administration strength
- Building management
- Computer knowledge
- Emergency response
- Till and cash handling
- Complaint handling
- Customer assistance
- Cash register operation
- Cash drawer management
- Currency sorting

- Delivered front of house duties with warm and professional manner.
- Handled customer complaints, providing appropriate solutions to guarantee positive outcomes.
- Assisted customers with product complaints, logging issues for investigation and providing replacement items.

September 2012 to December 2021

Operation Manager /Cashier/CSO

HBL Bank limited , Talagang Distt Chakwal , Pakistan

- Reduced costs and improved operations by analysing processes and customer feedback.
- Noted employee absences and grievances, and improved team development and performance with right training.
- Greeted customers entering store and responded promptly to customer needs.
- Completed opening and closing procedures each day.
- Checked notes carefully to spot counterfeit currency.
- Provided professional and helpful support to new and existing clients.
- Maintained working knowledge of available products and services.
- Registered customer information to maintain accurate records.

Insurance Sales Agent

Jubilee Life Insurance , Talagang , Pakistan

- Drove business growth by cross-selling products, leading to better profit margins.
- Worked with clients to determine correct coverage levels and options for coverage.
- Met with clients regularly to discuss insurance needs and answer any questions regarding chosen policies.

Teacher

Al Noor academy , Talagang , Pakistan

- Worked with other teachers and administrators to evaluate and revise elementary school programmes.
- Created lesson plans and scheduled each day to promote maximum student learning and enrichment.

- Money management
- Cash counting machine operations
- Medication management
- Patient obs monitoring and recording
- Medical terminology
- Customer experience
- Complaint resolution
- Road policing
- Event security
- First Aid and CPR certified
- Access Control
- ID checks
- Risk analysis training
- CCTV monitoring

ADDITIONAL INFORMATION

I have **UAE Driving License LMV03**

Manual/Auto

I have SIRA license

First Aid & CPR certified during SIRA training

I have 6 month Diploma in computer software Application.

I have experience in Medical field as Assistant Electrician in Lab

Gender diversity Training certificate by HBL

Money laundering Training certificate by HBL

Cash handling Trainings

LANGUAGES

English, Urdu

Native