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# Muhammad Ashraf Gul

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Deira, Dubai.

U. A. E.

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## Objective

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Pursuing opportunities to manage and provide the overall direction of customer service. A reliable performer with a 'Make it Happen' attitude and maintain high professional standard in performance and duty. I see challenges and obstacles as opportunities and seek out solutions. I have the ability to assimilate quickly and learn to adapt to any situation within an extremely short span of time. With my previous experience, I will be an asset to any company, if given an opportunity.

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## Personal Strength

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- "Can –do" attitude and seeing problems solvable, involvement in every work I do, makes me successful and can work under pressure to meet the targets.
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## Experience

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- **Arabia Taxi LLC** 2022 - Till to Date  
Customer Service Representative
  - Answering questions about a company's products or services
  - Processing orders and transactions
  - Delivering information about a company's offerings
  - Providing proactive customer outreach
  - Handling customer complaints
  - Collecting and analyzing customer feedback
  - Responding to customer reviews
  - Developing and documenting knowledge into helpful content
  - Working as part of a team
  - Handling customer administrative tasks
- **MAAM Property Investment Company Abu Dhabi** 2019 - 2021  
Management Supervisor / Coordinator
  - Advice the site team
  - Supervise manpower management as per priorities
  - Tool management and requisition as per priorities
  - Inspect the site before the concerned person inspection
  - Visit to Villa or Building after vacant
  - Make Report to Management
  - Keep records of material in store.
- **Pak Qatar Takaful Pakistan** 2017 - 2018  
Sales Representative
  - Develop strong relationships with clients
  - Provided excellent customer service to clients
  - Consistently met and exceed sales target
  - Assisted in resolving customer complaints and issues.

- **Al Hail ORIX Finance PJSC** 2014 - 2017  
Recovery Officer / Office Assistant
  - Collection & Follow up Over Due Client by Phone Calls & Visit the Lessee Premises to check the status of the company and business.
  - Preparation of Different Reports to the Senior Manager & Head of Department
  - Preparation of Police Cases
  - Filing Police Cases (Had POA)
  - Asset Verification (To verify new Leased Asset)
  
- **ORIX Corporation PSC** 2007 - 2013  
Office Assistant Cum Driver
  - Preparation of Documents for Visas & Labor Office (Assistant PRO)
  - Taking care of Office Maintenance and Company Cars and asset.
  - Booking Hotels for Company Guest
  - Booking Air Ticket for company Employ

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### Skills

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- Soft Skills
  - Excellent Customer Handling Ability
  - Knowledge of MS Office / Data Entry
  - Self Motivation / Team Leader
  - Office Administration / Organizational Skill
  - Verbal and Written Communication
  - Filing and Data Archiving
  - Problem Solving / Team Management

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### Education

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- **University of Peshawar** 2003  
B. A
  
- **Brains College of IT** 2002  
Diploma in Information Technology

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### Driving Licence

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- Having Light Vehicle Driving Licence
  - Licence # 865828
  - Date of Issue : 21/02/2005

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### Languages

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- Can communicate with the following languages.
  - English
  - Urdu / Hindu
  - Pashto
  - Arabic (Initially)