

**MUHAMMAD USMAN IRSHAD BAIG**

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**Career Objective:** To secure a challenging position with potential for career progression and personal growth.

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**Personal details:**

**Name :** MUHAMMAD USMAN IRSHAD BAIG

**Date of Birth :** 09- April1990

**Marital status :** Single

**Nationality :** PAKISTAN

**Educational Background**

* Done Matriculation in the Year of 2006.

**Work Experience**

**Fixit Express (Dubai UAE)**



**Al Manara Municipality Dubai U.A.E**

**Duration: 14th  JULY 2012 to 2019**

**Position held: TYPIST**

Responsibilties

* Online Visa Typing.
* Typing Immigration forms and Emirates ID.
* Typing Ejari registrations & cancelation.
* Typing Medical applications
* Conducting surveys and marketing the company by doing canvassing and conducting cold personal consultation.
* Using all forms of media and communication to build, maintain and manage the reputation of our clients
* Achieving my target every month and reaching above on the quarterly target scale.
* Managing staff and customers record.
* Saudi Appointment.
* All kinds of companies related to Labor and Immigration.
* Processing all kind of personal and family visa.
* Dealing with customers.
* Answering to customers queries and put all efforts to find out the solution.
* Keeping the Accounts Department up to date about any deficit or excess in accounts on daily basis.

**TECOM Branch (Knowledge Village Block 13)** 

**Duration: 2012 TO 2017**

**Position Held: Office In charge**

**Responsibilities:**

* Tying on line services all Authorities and Government department.
* Typing all kinds of TECOM based applications by using the AXS online system.
* Typing all kinds of Identity cards including Employment card, Non Sponsored ID Card, Representative/PRO Card, Temporary ID Card.
* To become a link between TECOM Immigration and customers.
* Preparing all kinds of Arabic & English letters that are required for online visa procedures.
* Managing the branch staff and their routine work up to date.
* Maintain the attendance 100 % and keep the record of attendance and send to head office on daily basis.
* Managing the Accounts and cash of the branch.
* Checking the daily progress of the branch and put all efforts to achieve the required target.

**Jebel Ali Free Zone, (JAFZA) South **

**Duration: 2017 TO 2018**

**Position Held: Office In charge**

**Responsibilities:**

* Making medical applications for JAFZA based companies.
* Doing all kinds of visa applications.
* Providing all kinds of PRO services.
* Dealing the customer and making sure of their satisfaction.
* Handling the Accounts and cash of the branch.
* Sending daily reports to the management.

**TASJEEL JAFZA**

**Jebel Ali Free Zone, (JAFZA) South **

**Duration: 2018 TO 2019**

**Position Held: Customer Services Representative**

**Responsibilities:**

* Customer dealing.
* Accommodating the clients as number wise to appear on the desk on their turn.
* To arrange new and renew ownership of the vehicles.
* To transfer the ownership of the vehicles both for individuals and companies.
* Handling the Accounts and cash of the branch.
* Sending daily reports to the management.

**Lahore Mobile Shop (Pakistan)**

**Duration: 10th April 2008 till 27th May 2012**

**Position Held: Sales Agent**

**Responsibilities:**

* Greeting customers who enter the shop.
* Be involved in stock control and management.
* Assisting shoppers to find the goods and products they are looking for.
* Being responsible for processing cash and card payments.
* Answering queries from customers.
* Reporting discrepancies and problems to the supervisor.
* Giving advice and guidance on product selection to customers.
* Balancing cash registers with receipts.
* Dealing with customer refunds.
* Keeping the store tidy and clean, this includes hovering and mopping.
* Responsible dealing with customer complaints.
* Attaching price tags to merchandise on the shop floor.
* Responsible for security within the store and being on the lookout for shoplifters and fraudulent credit cards etc.
* Receiving and storing the delivery of large amounts of stock
* Keeping up to date with special promotions and putting up displays.

**Certifications**

**Ejari: **

* Had been certified to register EJARI through Land Department and RERA in the year of 2013.

**Licenses:**

* Having a Light Vehicle License no.2080623 with expiry date September 16,2024

**The personal skills that is required for the job:**

* Having a friendly and engaging personality.
* Comfortable working with members of the public.
* Should have a confident manner.
* Must be helpful and polite.
* Assistants should be physically fit as they will be on their feet for most of the day and may be required to lift large amounts of stock.
* You should have a comprehensive understanding of your area of sales i.e. retail, Fast Moving Consumer Goods, sports equipment etc.
* Able to work as part of a sales team.
* Knowledge of inventory techniques.
* Should be of a smart appearance and articulate.