



# Rezwan Gul

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Efficient driver experience safely transporting people and goods. Expert in planning routes and schedules, interpreting maps, and analyzing traffic trends to determine the fastest routes. Expertise and experience performing maintenance and minor repairs on vehicles contributes to significant cost savings for the employer and reduced service downtime.

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## Working Profile:

### Passengers transportation

Meet and greet clients from their location, escorting them to their destination.

Ensure each trip is comfortable, safe and on time, with an exceptional VIP treatment.

Assisted passengers with disabilities, strollers, and luggage when boarding and exiting.

Provided passengers with information about the city and recommended places of interest.

Assisting customers with young children or mobility needs.

Ensuring the highest standards of health, safety and security standards for all passengers in vehicles.

Responding calmly to conflict, distressed passengers, or crisis, ensuring problems are resolved.

Handled cash fare transactions from passengers and maintained accurate records.

Understanding airport requirements to ensure that drop-offs and pick-ups operates smoothly.

### Goods Transportation

Picking up items from the company warehouse and ensuring same-day delivery to local customers.

Experienced in safely and efficiently delivering items to customers in a timely manner.

Provided excellent customer service, addressing inquiries and resolving delivery issues promptly.

Possesses the proven ability to enhance security when delivering and collecting high values items.

Scheduling delivery times, presenting invoices, collecting payments, obtaining customers signatures on delivery documentation.

### Responsibilities

Performed daily vehicle checks before departure to ensure roadworthiness and compliance.

Adhered to timetables while maintaining a safe and smooth driving style.

Maintained a clean and orderly vehicle, reporting any faults or incidents to depot control.

Operated vehicle in compliance with all traffic and safety regulations.

Responding promptly to traffic or unforeseen circumstances using alternative routes.

Maintaining exemplary personal and vehicle hygiene and cleanliness standards at all times.

## Achievements

Strong track record of punctuality, safe driving, and positive passenger feedback.

Received frequent commendations from passengers for courteous and helpful conduct.

Consistently met on-time performance targets across all assigned routes.

Answered, scheduled and responded to reservation calls promptly and professionally.

Calculated ride costs accurately, receiving cash payments and returning correct change.

Assisted in training new drivers on company policies and procedures.

Managed daily route planning to optimize delivery efficiency and reduce fuel consumption.

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## Skills:

- Expert in using GPS and mapping software to plan efficient delivery routes, reducing delivery times by 15%.
  - Proven ability to handle customer inquiries and complaints, enhancing customer satisfaction.
  - Consistently met tight delivery deadlines, maintaining a high level of productivity.
  - Conducted regular vehicle checks, ensuring safety and reliability on the road.
  - Quickly resolved delivery issues, minimizing disruptions and maintaining service quality.
  - Effectively communicated with dispatchers and customers, ensuring smooth delivery operations.
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## Education:

- Higher Secondary Education (12th Grade)
  - Secondary Education (10th Grade)
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## Languages:

- English
- Chinese
- Arabic
- Urdu/Hindi
- Pashto