



Ibrar Aziz

Date of birth: 10/07/1995 | **Nationality:** Pakistani | **Gender:** Male |
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CAREER OBJECTIVE

Moto

To work in a leading organization that can explore my skills and talents to the optimum benefits there by providing me the opportunity to work in a professional environment where I can achieve career and grow.

WORK EXPERIENCE

26/11/2020 – CURRENT – Salmaniya Medical Complex, Bahrain

CASHIER OPERATIONS – BAHRAIN CAR PARKS (AMAKIN) COMPANY

Providing a positive customer experience with fair, friendly, and courteous service.
Collecting payments by accepting cash or credit card from customers and making change for cash customers.
Troubleshooting the system, dispenser, and barriers issue on the site.
Balancing cash drawer by counting cash at beginning and end of work shift.
Maintaining checkout operations by following policies and procedures and reporting needed changes.
Contributing to team effort by accomplishing related results as needed.
Withdrawing weekly cash sales from pay stations, refilling petty cash and making necessary maintenance.
Preparing and managing the incident and accident reports of car park and following up with it.
Leading a team of security and cleaning staff which are working at the facility.
Dealing and following up with contractors which they are contracted for the maintenance work in the car park facility.
Managing the daily car park operations in the absence of supervisor and also leading the team to run operation smoothly.

27/10/2019 – 19/11/2020 – BDF Hospital Riffa, Bahrain

CASHIER OPERATIONS – PARKPOINT W.L.L

Serving customers at the checkout with maintaining quality services.
Collecting cash from Pay stations and rectifying the bill jam issues.
Handling customers complaints on the official hotline number of company and providing them the fast resolution.
Troubleshooting the system, dispenser, and barriers issue on the site.
Worked as a backup **Site supervisor** handling team issues problem solving and coordination with higher management for resolution.
Worked as **Membership assistant** at the car park office, registering and renewing memberships on the web portal.
Preparing daily operations reports and reporting the issues.
Preparing the incidents and accident reports and submitting it to military police.
Preparing daily inspection reports and reporting it to management.
Closing daily cash sales from pay stations and preparing overnight vehicles reports and updating it in the system on daily basis.
Making and delivering presentations on the problems of site and providing the possible solution.
Developing daily sale reports of car park and sending it to finance department.

Giving customers FCR (first call resolution) as maintaining AHT (average handling calls time) with quality services as well.

Taking calls of customer who are facing problem as I am on privilege Queue called CMC (complaint management center).

Took calls of prepaid and corporate customers to facilitate them.

Worked as a backup **team leader** as handling team issues problem solving and coordination with higher management for resolution.

Keeping strong eye on KPI's includes Conversion Ratio, Sales Targets.

Making and delivering presentations on trend base analysis.

I have great experience to handling different Queues like CMC, 4G, Postpaid and Prepaid.

Leading a group of agents who interact directly with the customer and in terms of their complaint and service-related calls.

Developing reports on current statistics of contact center.

Developing reports on current statistics of corporate sales department and sharing with higher management.

● **EDUCATION AND TRAINING**

2015 – 2017

BACHELOR'S DEGREE – University of Azad jammu and kashmir.

2012 – 2014

HIGHER SECONDARY SCHOOL CERTIFICATE – Board of Intermediate and secondary education Mirpur

2009 – 2011

SECONDARY SCHOOL CERTIFICATE – Board of Intermediate and secondary education Mirpur

2017 – 2017

IOSH MANAGING SAFELY – College of occupational safety health canada

2016 – 2017

OCCUPATIONAL HEALTH AND SAFETY COURSE – Kashmir engineering college mirpur

2018 – 2018

PEROFESSONAL INFORMATION TECHNOLOGY COURSE – Kashmir engineering college mirpur

● **DIGITAL SKILLS**

Microsoft Word | Microsoft Excel | Microsoft Powerpoint | Google Drive | Microsoft Office | Google Docs | fast learning ability | Experienced teamplayer | Problems solving and decision making | Team-work oriented | Organizational and planning skills | Responsibility | Motivated | Flexibility | Good listener and communicator | Decision-making

● **DRIVING SKILLS**

Driving License

Holding a valid Bahraini light vehicle driving license

● **LANGUAGE SKILLS**

Mother tongue(s): **URDU**

Other language(s):

ENGLISH | **ARABIC**

I hereby declare that all the above information is true and correct according to the best of my knowledge & experience. If selected I assure that I would perform to the best of my abilities, early awaiting a positive response.

Manama, Kingdom of Bahrain