

Yousuf Hussain Al-Aidroos



Dubai



+971561020124



Yousufalaidroos12@gmail.com



My objective is to seek for a better organization to prove myself and work hard to achieve good result in an organization with best position. To work for a well-known Organization. To obtain suitable position in your Organization where my skills can be utilized. My aim would be to achieve high level especially at advantage based personal efforts abilities. Sincere team player with an ability to lead a Team. I am comfortable in working as an individual and would be proud to be a constructive part of your esteem organization.



Skills

- CRM
- Outlook
- Communication
- Teamwork/Collaboration
- MS Office
- Typing



Education

- **High School Diploma**
The Central School, Dubai
- **B.A (Hons) in Business Administration**
Bedfordshire University – United Kingdom



Languages

- English
- Urdu
- Arabic



Work History

- **Guest Service Officer – Expo 2020 Sustainability Pavilion, Dubai**
Reference: - (Align Staffing Solutions) Mr. Digil +971523027330
 - Provided information about current and future events at facility.
 - Reviewed tickets for authenticity and applicability to particular event.
 - Greeted guests with smile and provided friendly, knowledgeable service.
 - Explaining guests at different areas of the pavilion.
 - Answering guest's quires in detail for excellent understanding.

2005-09 – 2017-04

2017-09 – 2020-05

2021-03 – 2021-04

2021-01 – 2021-02

● **Vendors Supervisor – Majid Al Futtaim Head Office, Dubai**

Reference: - (Pact Employment Services) Miss. Sana +97147047106

- Supervising vendors for the movement and renovation of the office.
- Delivered clerical support by efficiently handling wide range of routine and special requirements.
- Keeping physical files and digitized records organized for easy updating and retrieval by authorized team members.

AND

2021-01 – 2021-02

● **ALO SIM Promoter – DU International Calling, Dubai**

Reference: - (Right Track Advertising) Mr. Anwar +971503437859

- Applied promotional tools to build product awareness, create consumer interest and stimulate product demand.
- Provided coupons, product samples, and informational brochures to customers.
- Identified marketing opportunities to increase brand awareness.

2020-11 – 2020-12

■ **Customer Service – Ski Dubai, Dubai**

Reference: - (legacy smart employment services) Mrs. Mary +971559362800

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Provided primary customer support to internal and external customers in fast-paced environment.
- Answered customer telephone calls promptly to avoid on-hold wait times.

2020-05 – 2020-09

■ **Tele Sales Agent – Emirates NBD, Dubai**

Reference: - (Credit link Group) Mr. Fahad +971525294324

- Promoting Credit cards with detailed explanation by understanding customer's needs.
- Delivered scripted sales talks to customers reached via manual and automatic dialing systems.
- Set up appointments with interested customers according to schedule availability.

2019-11 – 2020-02

■ **Sales Promoter – Western Union, Dubai**

Reference: - (Right Track Advertising) Mr. Adeel +971501646647

- Demonstrated Services to average of 200 People per day
- Improved company visibility by meeting with and engaging prospective customers
- Applied promotional tools to build product awareness, create consumer interest and stimulate product demand.

2019-06 – 2019-09

■ **Sales Associate – Sharaf DG, Dubai**

Reference: - (Adecco Agency) Mr. Sharfuddin +971545756197

- Collaborated with managers to provide customer feedback and recommend operational changes to meet emerging trends.
- Delivered high level of assistance by locating products and checking store system for merchandise at other sites.

2019-01 – 2019-05

■ **Call Center Agent - Feedback Market Research, Sharjah**

Reference: - (Manager) Mr. Ahmed +971551774356

- Enhanced productivity by staying on top of call scripts and maintaining control over direction of conversations.
- Calling existing customers to take feedback on offered product or service for enhancing customer experience.
- Achieved and consistently exceeded revenue quota through product and service promotion during routine calls.

2018-01 – 2018-12

Customer Service / Data Encoder - Savex Showroom, Dubai

Reference: - (Operation Manager) Mr. Sameer +971506484251

- Managed documents by organizing forms, making photocopies, filing records, preparing correspondence and creating reports.
- Corrected any data entry error to prevent later issues such as duplication or data degradation.
- Provided primary customer support to internal and external customers in fast-paced environment.



Personal Information

- **Born and brought up in United Arab Emirates**
- **Nationality – Hyderabad, India**
- **Passport - N0412562**
- **Visa Status - Fathers Sponsorship**
- **Visa validity - 25/08/2021**

MAJOR WORK REFERENCES

Guest Service Officer – Expo 2020 Sustainability Pavilion, Dubai (Align Staffing Solutions) HR – Miss. Rupsa +971523027328 OFFER LETTER – Photo in EXPO Official UNIFORM



Ref: ALIGN/Dubai Expo/2021

Date: 02/02/2021

EMPLOYMENT OFFER

To
Mr. Yousuf Hussain Al Aldroos
Nationality: Indian
Passport No: N0412562

Dear Mr. Yousuf,

We refer to the recent discussions that you had with us and pleased to make an offer of employment on following terms & conditions.

- Job Title : GUEST SERVICES- PAVILION EXPLAINER
- Work Site : Dubai Expo-2021-2022
- Contract Period : From 21st February till 10th April 2021
(Contract start/end dates are tentative & subject to change as per Dubai Expo Management decision)
- Remuneration
 - Basic Salary : AED (CONFIDENTIAL)
 - Performance Allowance : AED (CONFIDENTIAL)
 - Accommodation Allowance : AED (CONFIDENTIAL)
 - Total Earnings (AED) : AED (CONFIDENTIAL)
 - Regular Working Hours : 9 hours (including break) / 6 days a week.
- Any other benefits : As per UAE Labor Law

This offer is made subject to following pre-conditions /Special Terms:

- This offer of employment is subject to employee's successful completion of training and any other trainings as may be required for performance of the assigned job.
- Employee acknowledges and agrees to undergo required training prior to deployment as per the schedule prepared by company and/or Dubai Expo.
- Employee accepts to work on extended days/timings as may be required by management during peak time and/or public holidays.
- In case, employee is required to work over & above regular working hours/days, he/she will be eligible for additional OT allowance.
- In case, employee resigns due to any reason prior to completion of contract period, company may recover costs incurred for visa, work permit, training & uniform, etc.
- It is to be clearly understood that the allowances indicated under remuneration are used to structure your salary and not meant to cover costs of actual expenses that you may incur. Any change in work profile/location may alter the remuneration package accordingly at the discretion of management.

Page 1 of 2



- Employment may be terminated by Management without notice in cases of serious disciplinary issues and/or breach of contractual terms. Employee shall not be eligible for any compensation in case of termination by management on above mentioned grounds.
- The company reserves the right to change any of the terms and conditions detailed in this document as and when appropriate. Such changes will be reasonable in nature and will be agreed upon in writing by you and the company.
- All the terms and conditions of your employment with the company set out in this document are personal to you. You are expected to keep them confidential and not disclose or disclose to other employees or third parties. Any breach of this clause may lead to company taking disciplinary action against you.
- During your employment or subsequent thereto, you are expected not to disclose any confidential information, documents or any other company material related to any of our businesses, activities that you may have access to during the course of your employment, to any outside party or unauthorized personnel. Any violation of this provision will be considered as a breach of this offer of employment.
- You will be governed by the UAE Labor Law, other applicable laws & statutes and/or the regulation of the company for any matter not specified/applied here forth.

Please confirm your understanding and acceptance of the terms and conditions as outlined by signing the original and a copy of the same. Kindly return the signed copy of the offer letter hereof.

Kind Regards,

Rupsa
FOR COMPANY

Employee Acceptance

I have read the above employment offer and confirm my understanding and acceptance of terms of my employment with the company.

Name: Yousuf Hussain Al Aldroos

Date: 02/02/2021

Signature: *Yousuf*

Page 2 of 2

Vendors Supervisor – Majid Al Futtaim Head Office, Dubai (Pact Employment Services) HR – Miss. Sana +97147047106 OFFER LETTER – Appreciation Mail from CEO and Head of Finance Department

Steve Ingram (MA... 5:44 PM
to Sadaf, Athira, Muham...

You have all done a truly amazing job – thank you so much!

Human Capital are kindly arranging for Mall Gift Cards for each of you in recognition at your incredible achievement.

Thanks and I hope you have a great weekend.

Steve

Steve Ingram
Acting Chief Executive Officer

Finance Director

MAJID AL FUTTAIM FINANCE LLC
P.O. Box 35995, Dubai, United Arab Emirates
T +971 4 293 5655
M +971 54 792 8937
steve.ingram@maf.co.ae



Thank You Inbox

Sadaf Hamid (MA... 12:31 PM
to Athira, Muhammad, me,...

Dear Team,

I would like to thank you for your outstanding job for office relocation project. The endless hours that you have spent working on this project to achieve deadline was impressive and well executed. All was done keeping MAF best interest in mind.

Once again, I am so happy and proud with the contribution that you have made and I am truly thank full for all your support.

Regards

Sadaf Hamid
Head of Financial Operations
Finance

MAJID AL FUTTAIM FINANCE LLC
P.O. Box 35995, Dubai, United Arab Emirates
T +971 4 293 5620
sadaf.hamid@maf.co.ae



January 10, 2021
Dubai

Appointment Letter

Dear Mr. Yousuf Hussain Al Aldroos,

You have been appointed by Pact Employment Services to work on a temporary assignment as a Support Officer with Majid Al Futtaim - Finance. Your assignment with the company begins as soon as the visa/ labor approval is ready.

During your assignment you will be paid a gross (CONFIDENTIAL) /- (Dirhams (CONFIDENTIAL) Only) per month by Pact Employment Services. If you are absent on any day of your assignment, it will be deducted from the gross payment.

Apart from the Salary you will not be entitled to any Bonus, Leave Salary, End of Services Benefits or/and any Other Benefits as the nature of this assignment is temporary. At any given period without notice we may ask you to stop work if there arises a requirement as such.

Kindly sign this letter in acceptance of the above. This letter is made in two copies. One copy will be retained by Pact Employment Services for its record purpose and the other with the assigned staff.

For,
Pact Employment Services

Accepted by,
Name: Yousuf Hussain Al Aldroos
Signature: *Yousuf*
Date: 10/01/2021

HR Department
Pact Employment Services

P.O. Box 120582 Dubai, United Arab Emirates, Telephone: +971 4 7047111, Fax: +971 4 5558005, e-mail: info@pactemployment.ae, Website: www.pactemployment.ae

**ALO SIM Promoter / Field Supervisor – DU International Calling, Dubai
(Right Track Advertising) Operations Manager – Mr. Anwar +971503437859
Promotion Photos**



**Customer Service – Ski Dubai, Dubai
(legacy smart employment services) HR – Mrs. Mary +971559362800
OFFER LETTER**



LEGACY SMART EMPLOYMENT SERVICES

Tel : +9714 3315999 Fax: +9714 3315559

P.O Box: 123726, #109, Al Shafar Building, Sheikh Zayed Road, Dubai, U.A.E.

November 01, 2020

STRICTLY PRIVATE & CONFIDENTIAL

Dear Yousuf Hussain Al Aidroos,
Dubai - UAE

We are pleased to offer you **Temporary** Employment in Legacy Smart Employment Services. You would be recruited for our client MAF as "**Customer Service**" on the following Terms and Conditions:

Your employment will cover allocated duties in "**Media Event**" department of our client.

2. Salary

(CONFIDENTIAL) (CONFIDENTIAL) (CONFIDENTIAL) (CONFIDENTIAL) (CONFIDENTIAL) (CONFIDENTIAL)

3. Compliance with the Laws, clients' policies and instructions

You shall undertake to comply with the Company policies and instructions relating to, Employee Trading Policy, Ethical Standards, Information Security Standards and all other policies and instructions applicable from time to time. The Company reserves the right to amend its policies and instructions impacting the Employee's employment conditions. The provisions of the Company policies and instructions are deemed as integral Part of this Offer Letter. You also undertake to comply with all laws and regulations, which relate to or impact his employment with the Company.

4. Office Timings & Terms and Conditions

Your services will be required from Nov 1 to December 24th every day from 8 am to 10 pm with overlapping 8hour shifts. **No Fridays off.** These are the existing terms and conditions for your employment and are **subject to change from time to time.** Any changes will be intimated to you in writing. You will be required to start employment once we have the required approval from the Ministry of Labor / Immigration in the UAE.

We hope that you find the foregoing terms acceptable. Please return a copy of this letter duly signed, as a token of acceptance of our offer for appointment letter.

Yours faithfully,

I have read and accepted this Employment offer

Lamya Al Hamed
General Manager

Name: Yousuf Hussain Al Aidroos
Date:

"SYSTEM GENERATED LETTER DOES NOT REQUIRE SIGNATURE – PRECAUTIONS BEING TAKEN BY THE MANAGEMENT FOR COVID-19"

Tele Sales Agent – Emirates NBD, Dubai
(Credit link Group) HR – Mr. Fahad +971525294324
OFFER LETTER



Date: 1st May, 2020

Mr. Yousuf Hussain

Personal & Confidential

Sub: - Letter of Appointment

With reference to the discussion we had with you, we are pleased to appoint you as **SALES OFFICER** the following terms and conditions:

1. Commencement

Your appointment will commence only after necessary approval from relevant government agencies such as Ministry of Labor & you shall get your document/certificate attested by UAE consulate embassy in your respective countries. Any charges for the same in your country or in UAE for same will be on your account.

2. Remuneration

2.1 Your Gross Salary is (CONFIDENTIAL) all inclusive subject to deduction. Details are as follow.

Description	AED
Basic	(CONFIDENTIAL)
Accommodation Allowance	(CONFIDENTIAL)
Transport Allowance	(CONFIDENTIAL)
Other	(CONFIDENTIAL)
Total	(CONFIDENTIAL) (CONFIDENTIAL)

2.2 The staff is entitled for incentives as per the product. Annexure attached.

2.3 You will be entitled for 30 days Basic paid leave once every year in contract period of (2years) after successfully completing 12 months service with Credit Link Group.

2.4 Neither carry forward nor reimbursement will be applicable if you decide not to go on annual leave before 15 months of commencing the contract.

Sales Promoter – Western Union, Dubai
(Right Track Advertising) Supervisor – Mr. Adeel +971501646647
Promotion Photos



Sales Associate – Sharaf DG, Dubai
(Adecco Agency) Mr. Sharifuddin +971545756197
EMPLOYMENT ID CARD

