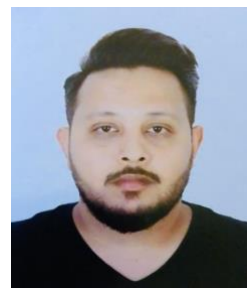


# Awais Muhammad Akhlaq

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## Career Objective

To be part of an organization where I could bring out and utilize my potentials, skills and knowledge to the fullest and provide me with personal and professional growth. I am an ambitious individual with over 10 years of experience in Operation and Inbound Customer Service. I enjoy contributing new ideas. Experienced Coordinator with a demonstrated history of working in the automotive industry. Skilled in Customer Service, Sales, Business Development, Sales Management, and Team Management.

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## Working Experience

### Done Events, Free Lancer UAE

#### Site Support September 2018 – Present

- Manage all the transportation function necessary for all the product and parts arriving internationally and within the country, during and after the build, for the site.
- Keeping an inventory off the assets received and available to be used during the event.
- Managing all the logistics and transportation related process such as, locating product, arranging transportation, and managing gate pass and delivery time.
- Strategic planning for using the available resources.
- Identifying and arranging man power, supplies, funding and maintenance as and when required for the event.
- Decision making based on the need of a situation.

### Dollar Rent A Car-Al Moosa Group, (Abu Dhabi)

#### Operation Supervisor | | Jan2018 – Sep2018

- Overlooking daily operations of the branches
- Successfully coordinating the activities of various departments concerned with car rental operations, fleet management, procurement, vendor management etc.
- Oversee activities by directing and controlling the maintenance, repair fleet vehicles and ensure all quality assurance standards are maintained.
- Successfully coordinating the activities of various departments concerned with car rental operations, fleet management, procurement, vendor management etc.
- Delegating tasks to employees as a bridge between employees and the Operations Manager.
- Approving/negotiating on repair estimate/parts with the workshops.
- Managing the fleet vehicles due for sale/repair/service/accident or on hire
- Responsible for creating an environment for continuous improvement, teamwork and commitment.
- Maintained a high level of customer service such that the Net Promoter Score for the branch is at or above the location's goal.
- Handled customer and corporate issues with a quick response time.

### Dollar Rent A Car-Al Moosa Group, UAE

#### Fleet Controller/Operation Team leader| | Nov2012 -Dec2017

- Prepare reconciliation of idle fleets and backup the required fleet at all sale location.
- Responsible for daily fleet assigned equipment which includes vehicles arrangement for the booking

- clients and spot clients requirement.
- Forecasting for upcoming bookings
- Handling the issue pertaining to fleet
- Ensure that the sale cars and registration .expired car pulled out on time.
- Managing sale cars from fleets
- Attending outgoing and incoming calls regarding car arrangements
- Managing lease car for the customers for delivery as well as the spot customers deliveries
- Responsible for all cars movement and replacements
- Checking daily basis key reports for all locations.
- Improve the quality of the fleet's condition and rectify with all the needful document until the completion of vehicle service before releasing it to any sale location or any customer.

### **Car lease Rent A Car, UAE**

#### **Operation In-charge | Feb2012 - Nov2012**

- Handling daily service, booking cars for service for coming day.
- Arranging delivery to customer.
- Dealing with workshop for vehicle maintains
- Handling accident vehicle and dealing with insurance
- Responsible for supervision of daily driver activities and assigned equipment which includes dispatching vehicles, customer service, counseling drivers on safety and policy issues. Safety management and other related activities.
- Screening calls and professionally respond to the customers and sales team queries via e-mails.
- Efficiently support the sales team by updating them with the customers' requirements promptly.
- Assist the various depts. by providing them with the necessary details with regards to the vehicle movement and customer queries and maintain interdepartmental co-operations

### **Al Wathba Service, Abu Dhabi**

#### **Movement Supervisor | Jan2011 - Jan2012**

From coordinator has been promoted to Supervisor on the same year.

- Attending outgoing and incoming calls
- Managing new lease car for the customers for delivery & Coordinating With Sales Person
- Dealing to the customer regarding specification of the cars they required
- Responsible for the driver's daily duties and timings
- Handling Petty cash
- Quality checks of vehicle
- Computing the overtime of the drivers
- Monthly reports of the deliveries of cars
- Directly reporting to Manager
- Maintains all office files in paper form

### **Avis UAE Rent A Car LLC, Dubai**

#### **Fleet/Workshop Asst. Administrator | April 2007 - Dec2010**

- Responsible for supervision of daily driver activities and assigned equipment which includes dispatching vehicles, customer service, counseling drivers on safety and policy issues. Safety management and other related activities;
- Screening calls and professionally respond to the customers' queries via fax and e-mails
- Coordinating public relation activities which take care of our customers
- Instantly update the vehicles status on the system and generate daily reports

- Handling petty cash and all other secretarial & administrative duties for smooth running of the business.
- Monitor and streamline the administrative activities
- Efficiently support the sales team by updating them with the customers' requirements promptly
- Assist the various depts. by providing them with the necessary details with regards to the vehicle movement and customer queries and maintain interdepartmental co-operations
- Calculating driver over time charges
- Maintaining & updating the customer records of approx. 600 vehicles

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#### Other Skills

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- ✓ Strong verbal and written communications skills and solid reasoning abilities;
- ✓ Works independently with little direct supervision;
- ✓ Work as part of a team;
- ✓ Accepts responsibility and is self-motivated;
- ✓ Demonstrates strong work ethic to achieve academy goals;
- ✓ Displays effective multi-tasking and time management skills;
- ✓ Excellent in English Communication;
- ✓ Ability to communicate articulately with people;
- ✓ Experience prioritizing matters;
- ✓ Possess customer service experience;

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#### Education

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Airline Technology MPL Education - Basic Aviation Course of Travelling & Making Route.

'AS' level - Inspire Education, Pakistan, Karachi (2006)

High School Diploma - American University, Dubai (2005)

'O' level - Al Sadiq English Islamic School, Dubai (2004)

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#### Computer Literacy

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Advanced knowledge of Microsoft® Windows environments, Windows Server (2000 and 2003), and Office package (Word, Excel, Access, PowerPoint, FrontPage and Outlook).

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#### Personal Information

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Age : 32 years old  
Civil Status : Married

Languages : English, Hindi  
Citizenship : Pakistani  
Visa Status : Visit Visa  
Driving License : UAE light vehicle since 2009

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