

## **FAIQ**

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## **OBJECTIVE:**

Seeking a career with a career-oriented organization, which can provide me a platform for becoming a well-recognized professional and ultimately attaining prestige and pride for your reputed organization and for myself as well.

## **SUMMARY OF ACADEMIC QUALIFICATION:**

### **Bachelors of Science:**

(UNIVERSITY OF THE PUNJAB)

- ✓ ECONOMICS, STATISTICS & COMPUTER SCIENCE.

### **I.C.S:**

(LAHORE BOARD)

- ✓ ECONOMICS, MATHS & COMPUTER SCIENCE.

### **Matric Science:**

(LAHORE BOARD)

- ✓ PHYSICS, CHEMISTRY, MATHS & COMPUTER SCIENCE.

## **SHORT COURSE:**

4 MONTHS SHORT COURSE "MS OFFICE/WINDOWS/INTERNET"

### **LANGUAGES:**

- URDU
- ENGLISH

### **SKILLS:**

- ✓ Project management
- ✓ Strong decision maker
- ✓ Complex problem solver
- ✓ Innovative
- ✓ Service-focused
- ✓ Teamwork
- ✓ Customer Satisfaction
- ✓ Telecommunications

### **EXPERIENCE:**

- **Jr. Executive (Operations Monitoring Department) – Feb-2021 to May 2023**

***Daewoo Pakistan Express Bus Service LTD Lahore, Pakistan***

### **Responsibilities and Duties:**

- ✓ Live Tracking
- ✓ Following up tracker alerts (Over speeding, Undesignated or designated over stays)
- ✓ Maintaining Match Lists (Buses, Drivers, Hostesses/Stewards)
- ✓ Working on TMS (Ejecting departure report)
- ✓ Coordinating with workshops & terminals
- ✓ Maintaining proper fleet record.
- ✓ Assisting workshop monitoring team.
- ✓ Preparing following Control room reports on daily and monthly basis,

- Late Departures
  - Rest Areas overstays report
  - Over-speeding report
  - Un-designated stays report
  - Fleet Availability status
  - Accident & Breakdown report
  - National Highways and Motorways status
  - Cargo fleet report
- ✓ Follow up of special bookings
  - ✓ Installation of new tracking device in new upcoming fleet.
  - ✓ Maintenance of tracking devices installed in buses (In case of NR device)
  - ✓ Verifying tracking history in case of speed challan or over speeding event.

## ➤ **Customer Support Executive – Oct-2020 to Jan-2021**

***Daewoo Pakistan Express Bus Service LTD Lahore, Pakistan***

### **Responsibilities and Duties:**

- ✓ Seats Booking on Calls.
- ✓ Acknowledging and resolving customer complaints.

### **REFERENCES:**

- References will be furnished on demand.