# KHALID ABDUL RAB

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**Personal Details:**

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| Date of Birth | : September 3, 1981 |
| Gender | : Male |
| Nationality | : Pakistani |
| Visa Status | : Employee Visa available upon your request |
| Address | : Ajman, United Arab Emirates |
| Driving License | : Light Vehicle |
| Languages | : Arabic, English & Urdu |

**Objective:**

Seeking a challenging position in a leading company, where I can prove my skills and contribute my efforts to achieve the company's objectives.

**Work Experience:**

- February 2012 – July 2019:

**Traffic Coordinator (Security) at Emaar Malls, The Dubai Mall.**

**Duties and Responsibilities:**

- Assist in Traffic Management through closed circuit television (CCTV) monitoring.
- Investigate and prepare reports of accidents, incidents and suspicious activities through CCTV.
- Preparing reports of any security breach such as fighting, theft or any other related issues.
- Excellent skills of managing vehicle traffic flow in car park and manage loading bays.
- Provide VIP protocol to different delegations and VIP'S mall visitors.

- Prepare the security arrangements before and after any major occasion.

- Liaising with the emergency services, police, ambulance and fire service to resolve issues and maintain security and service.
- Creating Arabic & English SMS to update senior management at real time.
- Preparing reports before shift change and sending emails to all the concerned people regarding any changes in day to day operations.
- Monitor traffic and work to ensure smooth flowing of the traffic in the parking areas, exits, entrances and in all routes.
- Direct traffic flow and reroute traffic in case of emergencies.
- Provide for public safety by maintaining order, responding to emergencies, protecting people and property.
- Provide road information to assist motorists.
- Record facts to prepare reports that document incidents and activities.
- Render aid to accident victims and other persons requiring first aid for physical injuries.
- Evaluate complaint and emergency-request information to determine response requirements.
- Patrol specific area on foot, motorized conveyance to responding promptly to calls for assistance.
- Monitor, note, report and investigate suspicious situations, safety hazards, missing traffic signals or signs, street markings that need to be repainted and unusual or illegal activity in patrol area.
- Perform traffic control duties such as setting up barricades and temporary signs and directing traffic.
- Locate customers lost vehicle and take necessary action.
- Maintain close communication with dispatched team, using radios or cell phones.
- Participating as a location manager in Major Events in Dubai such as New Year, National day...etc.

➢ Nov 2005 - Aug 2010

**Customer Assistant at Magic Planet Deira City Centre.**

**Duties and Responsibilities:**

- Cashier.
- Receiving stock for redemption & direct pay.
- Operating rides, coasters, redemption and Arcade games.
- Aiding for customer related queries.
- Obtain and evaluate all relevant information to handle inquiries and complaints.
- Communicate and coordinate with internal departments follow up on customer interactions.

➢ Apr 2004 – Nov 2005

**Operator at Khalifa hospital Ajman.**

**Duties and Responsibilities:**

- Receive and Dial Calls and Transfer.
- General Communication.
- Attend Emergency Situations
- Public Relation.
- Maintain files and records for cases that require assistance in the future.
- Deal directly with customers either by telephone, electronically or face to face.
- Fulfill the Desk's Works (Typing, Faxing, Reordering, Direct the Proper Channels…etc.)

**Education:** **High School at Al Rashideya secondary school Ajman.**

**skills:** Knowledge of computer operations (Microsoft office)

**Reference:** *Available on request*