



Muhammad Khuram Shahzad

📍 Dubai, UAE

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🚗 Valid Driving License - Issue Date 21/01/2011

Professional Summary

Effectively promotes products and increases revenue by connecting with customers and recommending target offerings. Organized, adaptable and knowledgeable about preparing displays, merchandising shelves and assisting customers. Drives loyalty with friendly and skilled support.

Work History

01.2024 - Present

Position: Chauffer Limousine Driver

Key Accountabilities:

- Ensure the safe, punctual, and comfortable transport of high-profile clients, corporate executives, and VIP passengers.
- Represent the Uber Black/Limousine brand with a high standard of professionalism, courtesy, and confidentiality.
- Maintain vehicle cleanliness, mechanical condition, and presentation at all times.

Key Responsibilities:

- Pick up and drop off passengers at designated locations based on scheduled bookings and real-time app requests.
- Provide a luxury travel experience by offering assistance with luggage, maintaining a clean vehicle, and adapting to client preferences (music, climate, route, etc.).
- Navigate traffic and follow the most efficient routes using GPS systems and local traffic knowledge.
- Maintain accurate trip logs, receipts, and ride-related documentation for billing and performance reviews.
- Handle payments through digital platforms or client accounts; resolve customer inquiries or complaints politely and efficiently.
- Ensure compliance with all local transport laws, licensing requirements, and Uber limousine standards.
- Conduct routine inspections and coordinate regular maintenance to keep the vehicle in optimal condition.

Key Performance Indicators (KPIs):

- **Customer Rating Score:** Maintain an average customer rating of 4.85 or higher.
- **On-Time Performance:** Achieve 98%+ punctuality for all scheduled pick-ups.
- **Ride Acceptance Rate:** Consistently accept 95%+ of ride requests during active shifts.
- **Zero Safety Violations:** Maintain a clean safety record with no infractions or passenger complaints.
- **Vehicle Maintenance Compliance:** 100% adherence to scheduled service and cleanliness checks.
- **Customer Retention/Repeat Business:** Track and increase return clients through exceptional service and experience delivery.

08.2021 - 09.2023

Sales Executive

National Food Products Company | NFPC Group - Dubai, UAE

Drive sales orders from either modern trade or wholesale channels and other weighted customers, mainly on credit terms. Process the orders in coordination with warehouse and logistics to achieve the Distribution, Sales and Visibility KPIs in the assigned area.

Support Area Sales Manager to achieve 100% implementation of merchandising, product rotation and product availability. Ensure the delivery of set targets, in-store excellence in assigned outlets. Minimize all expired stock issues in addition to credit control and managing payment collection on time.

ACCOUNTABILITIES, RESPONSIBILITIES AND KPIs

- Order processing
- Team and customer management
- Area/route coverage
- Business Development
- Store administration
- Visibility and compliance of all NFPC products in all outlets
- Process Orders in all assigned outlets
- Rotation of stocks
- Complete and send the daily activity report required by the Area Manager
- Provide a detailed report on the competitor & supermarket activity.
- Coordinate with the supply chain for all delivery related issues.
- Excellent relationship with all stakeholders, especially customers
- Achieve the agreed trade coverage, call frequency and outlet call plan in the territory.

SKILLS AND QUALIFICATIONS

- 4+ years of experience in FMCG industry
- Proven track record of achieving/exceeding sales targets.
- Proven ability to identify and convert new business opportunities.
- Excellent communication and presentation skills.

04.2020 - 06.2021

Sales Officer

T.N.K General Trading LLC - Dubai, UAE

Developing sales volumes in UAE

- Maintain good communication and relationships with the customers.
- Must act as a bridge between the company and its current market and future markets.
- Display efficiency in gathering market and customer info to enable negotiations regarding variations in prices, delivery and customer specifications to their managers.
- Help management with forthcoming products and discuss special promotions.
- Contributes to team effort by accomplishing related results as needed.
- Prepare reports by collecting, analyzing, and summarizing information.
- Sell products by establishing contact and developing relationships with prospects, recommending solutions.
- Submit a monthly summary report to Sales Manager

11.2017 - 05.2019

Sales Executive

Liberty Automobiles CO LLC - Sharjah, UAE

- Answered customer questions and resolved service issues in a timely manner.
- Diagnose customer issues by asking probing questions and writing up repair orders.
- Ordered supplies and kept inventory at optimal levels.
- Coordinated equipment repairs and maintenance.
- Developing sales volumes in UAE

06.2011 - 06.2017

Safety & Security Supervisor

Sharjah Wanderers Sports Club - Sharjah, UAE

Duties & Responsibilities

- To provide customer service and security to visitors.
- To provide security and safety for people, property, and facilities.
- Attending to the to the vendor's contractors and maintenance staff.
- To assist police or civil defense in case of accident or emergency.
- Maintaining logbooks, filing documents, and keeping all records up-to-date.
- Coordinate patrolling team any unusual activity.

Skills

- Customer service
- Customer relations
- Salesforce
- Service promotions
- Market trends and understanding
- Sales goal attainment
- Relationship management
- Business development
- Retail marketing
- Demand generation marketing
- Brand-building strategies
- Competitive and trend analysis
- New account development
- Account management
- Lead development

Education

2004 -.2007

Diploma of Associate Engineer, Govt. Poly Technical Institute of Technology - Jhelum, Pakistan

2003

SSC (Matriculation), Govt. Tabling ul High School - Jhelum, Pakistan

Custom

Playing chess - a great way to unwind, destress, and keep the mind sharp.

Languages

English

Upper intermediate

Urdu

Fluent

Punjabi

Fluent

Certifications And Licenses

- Computer Operator / Office Assistant
- Basic Firefighting Course
- Basic First Aid Course
- Security Training Course from Dubai