



Mahroof Zaman

Passport: EL5201643 | **Work permit:** Emirati (United Arab Emirates) | **Date of birth:** 07/09/2000 |

Place of birth: Mandi Bahauddin, Pakistan | **Nationality:** Pakistani | **Phone number:**

(+971) 545108520 (Mobile) | **Email address:** mahroofzaman46@gmail.com | **Instagram:** mzsultan3 |

WhatsApp Messenger: +97154510852 |

Address: Gold souq al al nakhil 1, Ajman, United Arab Emirates (Home)

ABOUT ME

A versatile and dedicated professional with 3 years of experience in the UAE, holding a valid work permit. Skilled in customer service, hospitality, driving, and food preparation, with roles including Delivery Driver, Customer Service Manager, Hotel Receptionist, Kitchen Helper, Salad Maker, and Waiter. Holds a UAE International Driving License with a strong record of safe and efficient driving. Known for delivering exceptional service, teamwork, and adaptability in fast-paced environments. Fluent in English and Urdu, with basic Hindi skills, and proficient in tools like Microsoft Office and Google Drive. Committed to excellence and reliability in all roles.

WORK EXPERIENCE

01/05/2024 – CURRENT sharjah, United Arab Emirates
DELIVERY CAR DRIVER TOUQ AL YASMEEN

- Delivered goods to customers promptly and safely using a car or van.
- Planned efficient routes to ensure timely deliveries and optimize fuel usage.
- Loaded and unloaded goods, ensuring proper handling and secure transportation.

02/03/2022 – 10/02/2023 Ajman, United Arab Emirates
CUSTOMER SERVICE MANAGER STAR CINEMA

- Oversaw daily operations, ensuring high-quality service delivery and customer satisfaction.
- Managed and trained staff, providing guidance and support to improve performance.
- Developed and implemented service policies, procedures, and standards.
- Handled customer complaints and resolved issues promptly to maintain positive relationships.

15/04/2023 – 18/04/2024 Ajman, United Arab Emirates
WAITER SULTAN SARAY

- Provided excellent customer service, took orders, and served food.
- Prepared fresh salads and maintained high hygiene standards.
- Ensured cleanliness in dining and kitchen areas.
- Assisted in inventory management and cash handling.
- Collaborated with staff for smooth operations.

Address CCCV+8R Ajman – United Arab Emirates, 00000, Ajman, United Arab Emirates

EDUCATION AND TRAINING

01/04/2006 – 30/03/2019 Mandi Bahauddin, Pakistan
HIGH SCHOOL Rasool Road Near PSO Pump Mandi Bahauddin , Mandi Bahauddin, Pakistan

Website www.concordiacolleges.com.pk | **Level in EQF** EQF level 2

LANGUAGE SKILLS

Mother tongue(s): **URDU**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	B1	B2	B2	B2	A2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● **DIGITAL SKILLS**

Google Drive | Microsoft Word | Microsoft Office | Skype | facebook market | Zoom | Google Docs

● **DRIVING LICENCE**

Driving Licence: B

*Experienced in customer service, hospitality, driving, and food preparation. Skilled as a **Waiter, Salad Maker, Delivery Driver, and Hotel Receptionist. Holds a UAE International Driving License and valid work permit. Reliable, adaptable, and committed to delivering exceptional service. Eager to contribute to a dynamic team and grow in my career.*

United Arab Emirates , 11/03/2025



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