

Tashfeen Rao

FLOOR SUPERVISOR

Profile

Hardworking Graduate seeking employment. Bringing forth a motivated attitude and a variety of powerful skills. Committed to utilizing my skills to help others, while working towards the mission of a company. Able to effectively self-manage during independent projects, as well as collaborate as part of a productive team.

Employment History

Floor supervisor/Dispatcher, Cab Call International, Islamabad

JANUARY 2017 – JUNE 2021

Worked as a shift supervisor & Dispatcher at AMERICAN TAXI DISPATCH a cab company in Illinois

Achievements/Tasks.

- Dealing with Cab Services of Illinois , Ohio, Georgia and Missouri.
- Dealing with Driver issues.
- Troubleshooting problem of drivers equipment.
- Dispatching and related Issues.
- Dealing with School run.
- Airport cabs Run.
- Customers complaints.
- Convening skills in influencing customer.
- Documentation and management of records.
- Maintaining a safe and secure Environment.

Dispatcher/CSR, TECHEASE SOLUTIONS (Pvt.) Ltd., Islamabad

JUNE 2021 – JANUARY 2022

Worked as a CSR & Dispatcher at Pennine Cars (Swift/ Elite Taxis) located in Heckmondwike West Yorkshire (ENGLAND)

- Call handling.
- Customer complaints.
- Customer Care service.
- Cab dispatching issues.
- Driver Issues i.e (Booking related)
- Airport cabs Run.
- Handling School run.
- Rebooting drivers equipment.
- Dispatching and related Issues.
- Convincing customers Skill

Education

Matric (SSC), IMCB F-8/4, Islamabad

2011 – 2013

Done my matriculation in science from FEDERAL BOARD

D.A.E (Electrical), Iqra College of Technology, Islamabad

2013 – 2016

Done my 3 years diploma in Electrical Technology From Iqra

Details

House#1205, Street#83, Sector G-9/4

Islamabad, 44090

Pakistan

03375107903

tashirao984@gmail.com

NATIONALITY

Pakistani

DATE / PLACE OF BIRTH

08-01-1997

Islamabad

Links

[Instagram](#)

[linkedIn](#)

[Facebook](#)

Skills

Microsoft Office Word/ Excel

Collaboration & Teamwork

Flexibility and Adaptability

Ability to Multitask

Effective Time Management

Leadership

Customer Service

Project Management Skills

Ability to Work Under Pressure

Communication and Presentation

Good work ethic

Languages

English

Urdu

college of technology

Punjabi

B.TECH (Hons), International Islamic University, Islamabad

2017 – 2022

Done my B.TECH(Hons) from International Islamic University Islamabad (IIUI)

Courses

Certificate in Information Technology (3 Months), Super –Tech Institute Of Computer Sciences

Certificate in Auto Mechanics (3 Months), PUNJAB SKILL DEVELOPMENT FOUNDATION

Digital Marketing , Google Digital Garage

MARCH 2022 – PRESENT

Qualities

- Morality, prudence and working discipline.
- Willing to Relocate
- Flexible in any Environment
- Good integrity, positive attitude, high commitment, competence and motivation
- Problem-solving skills, output-oriented attitude and good interpersonal skills.
- Good spoken and written English.
- Can go beyond what's required of me

References

Ali Raza from Cab Call International

aliraza_pk@hotmail.com, davidstone@cabcallintl.com | 03345929567