



Muhammad Ibrahim

Al Rahba Residences, Madinat Hind, Dubai, UAE

00971586535575

mibrahimraja31@gmail.com

Objective

A dedicated and experienced Chauffeur with over 6 years of providing premium transportation services to high-profile clients, including first-class passengers for Emirates. Seeking to leverage extensive knowledge of safe driving practices, exceptional customer service, and high-level discretion to secure an Executive Driver or VIP Driver position. Committed to delivering a seamless, comfortable, and professional experience for VIP clients while maintaining the highest standards of safety and punctuality.

Experience

March 2019 -
Present

Transguard Group LLC Driver

- Provide safe and timely transportation for first-class Emirates passengers, ensuring comfort and a premium experience.
- Maintain a high level of professionalism and discretion while interacting with passengers, ensuring confidentiality and excellent customer service.
- Conduct pre-trip vehicle inspections to ensure safety, cleanliness, and proper functioning of the vehicle.
- Monitor traffic conditions and make necessary adjustments to travel routes to ensure on-time arrival.
- Handle all client inquiries and requests during transportation, ensuring a positive experience for passengers.
- Adhere to company policies and procedures, including maintenance schedules and safety regulations.
- Keep detailed records of trips, vehicle mileage, and maintenance needs to ensure efficient operation.
- Collaborate with team members and management to ensure smooth operations and the highest level of service delivery.

January 2016 -
December 2018

Zahrat Al Shams Customer Service Representative

- Provided excellent customer service by addressing client inquiries and resolving complaints in a timely and professional manner.
- Managed customer orders, ensuring accuracy and timely processing to meet service expectations. Processed payments and handled customer transactions using the POS system.
- Coordinated with the laundry team to ensure quality control and the efficient delivery of services.
- Maintained customer records and updated the database to ensure accurate service tracking and follow-up.
- Enhanced customer satisfaction through personalized service and proactive problem-solving.
- Worked collaboratively with team members to ensure smooth operations and maintain a high standard of service.

Education

2009-2011

Sargoda Board, Pakistan
Intermediate
B

Skills

- Safe and efficient driving practices, ensuring timely and smooth transportation of VIP clients
- Proficient in vehicle maintenance and performing pre-trip inspections
- Strong communication and interpersonal skills for delivering exceptional customer service
- Basic Firefighting, First Aid, and CPR certification for handling emergency situations
- Defensive Driving techniques for ensuring safety on the road
- Excellent navigation skills with an in-depth knowledge of local routes and traffic patterns.
- Professionalism and discretion in handling high-profile clients.
- Attention to detail and commitment to maintaining the cleanliness and upkeep of the vehicle.

Values

- Commitment to safety, punctuality, and providing a premium experience for clients.
- High level of integrity and confidentiality when dealing with sensitive client information.
- Adaptability and reliability in diverse situations and environments.
- Strong work ethic and dedication to upholding the reputation of the employer.
- Continuous focus on self-improvement through ongoing training and development.

Languages

- English
- Urdu
- Punjabi
- Arabic

Certifications

- Valid UAE Driving License
- Defensive Driving Training
- First & CPR
- Fire Fighting