



ZUBAIDA HABIB JUMA



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971552391939



Dubai, United Arab Emirates



02 June 1995

EDUCATION

High School - Scientific - 76%
Al Raya High School, Dubai,
United Arab Emirates, June
2013

Foundation **UAE University**,
Al Ain, United Arab Emirates,
June 2014

IELTS – **British Council**
Band 5.5
2020-2022

UG Bachelor of Business &
Quality Management **Hamdan
Bin Mohammed Smart
University**, Dubai, United
Arab Emirates, September
2020

PROFESSIONAL SUMMARY

I am a talented ambitus and hardworking individual furthermore; I am adept at handling multi tasks on a daily basis competently and at working well under pressure. I have organized the work function for the last 6 years with great success. Recently, I am going to complete my Bachelor Degree in Business and Quality Management.

COMPUTER SKILLS

Ms Word, Excel, Access and power point

Mac-Window user

TRAINING ATTENDED

First Aid Certificate (ISSUED by HABC).

Emergency responder training.

Station Master & Station Agent training.

Information & Security Controller training.

Lift rescue.

Fire extinguisher training.

WORK HISTORY

January 2020 - June 2022

Dubai Metro - Station Manager, Dubai, United Arab Emirates

- Organize emergency evacuation procedures during emergency situation.
- Ensuring that the station facilities in a safe and good working condition.
- Attending and handling passenger's complaints in the station.
- Dealing with I'll passengers and report to Operation Control Centre and request for ambulance or provide first aid if needed.

- Dealing with contractors and visitors in the station and give access.
- Report to Police in case if there is any crime or anti-social behaviors.

January 2018 - January 2020

Dubai Tram - Information and Security Controller, Dubai, United Arab Emirates

- Monitored, authorized and recorded entrance and departure of vehicles and visitors.
- Secured doors and gates across office buildings and grounds, maintaining optimal security standards.
- Delivered emergency procedures and liaised with police, firefighters, and medical staff.
- Updated team and coordinated responsibilities using two-way radio system.
- Access the CCTV and telecommunications recording systems for investigation purposes.
- Direct Customer Service Agent to respond and deal with incidents and events that happens in Dubai Tram Stations.

January 2016 - December 2017

Dubai Metro - Station Manager, Dubai, United Arab Emirates

- Maintained clean, safe working environments to eliminate accident risks.
 - Led and managed administrative staff to maintain smooth daily operations.
 - Conducting briefing to the Station Agent, and indoctrinating them with the policy and procedure the commencement of the day.
 - Monitoring, controlling and reviewing CCTV cameras.
 - Customer service.
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LANGUAGE

Arabic & English