

Tayyab Ashraf

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Summary

Positive customer service professional with strong history of surpassing customer expectations. Skilled at navigating stressful situations with calm, collected and professional attitude. Decisive communicator demonstrating superb active listening skills to resolve issues.

Skills

- knowledge of public safety and security.
- patience and the ability to remain calm in stressful situations.
- customer service skills.
- the ability to work well with others.
- the ability to accept criticism and work well under pressure.
- to be thorough and pay attention to detail.
- excellent verbal communication skills.

Education

- 02/2024 - Current **Glasgow Caledonian university london** - London, United kingdom
Master's : International marketing
- 10/2020 - 08/2023 **Superior university lahore** - Lahore, Pakistan
MCS in computer science : Computer science
- 10/2018 - 12/2020 **University of Central punjab** - Lahore, Pakistan
Associate degree in computer science : Computer science
- 01/2016 - 01/2018 **Superior college pattoki** - Pattoki, Pakistan
Intermediate : I.COM
- 01/2016 - 12/2017 **Muslim model high school pattoki** - Pattoki, Pakistan
Matriculation : Science

Languages

Urdu: : First language
English: : B2
Upper intermediate

Experience

- 03/2024 - 03/2024 **Sussex security** - London, United kingdom
SiA DS in Brighton marathon
- 01/2023 - 02/2024 **Lacasa hotel lahore** - Lahore, Pakistan
Security Concierge
- Monitored and authorised entrance and departure of employees, visitors and other persons by verifying identification and controlling entry and exit points.
 - Monitored access control systems, including CCTV systems for nefarious activities such as theft and vandalism.
 - Followed established security and safety procedures and posted orders to enforce company rules, policies and