

# SARFARAJ KHAN

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Aim to work in a progressive and challenging organization as an executive, which utilizes and enhances my analytical skill. My career goal, on the other hand, would be to achieve high level of specialization and advancement, based on personal efforts and abilities.

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## **PROFESSIONAL EXPERIENCE**

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### **Anderson Travels**

#### **London Mini Coaches**

##### **school run and tours**

School Run Responsibilities:

- To collect children from home and take them to school in the morning, (safely transporting school children).
- To collect children from school in the afternoon and take them home.
- To maintain good customer relations with parents and schools.

Tour Bus Driver Responsibilities:

- • Safely transporting passengers on scheduled tours and charters
- • Adhering to all traffic laws and regulations
- • Maintaining a clean and orderly vehicle
- • Providing excellent customer service to all passengers

### **Hallmark Connection Limited**

- A PCV Bus Driver, responsible for operating a diverse network, including Hotel Hoppa, service buses and Heathrow Airport bus contracts.
- To be crucial in ensuring safe, reliable and punctual transportation for passengers while maintaining a high level of customer service.

### **CLASS 1 PERSONAL**

#### **Transdev Airport Services**

- Landside Bus Drivers for Heathrow Airport.
- Following a planned route according to a time schedule.
- Pre service check of the vehicle.
- Responsible for the safety and comfort of the passengers.
- Transferring Passenger to different terminals from the car park.
- Transferring Airport Staff between terminals.
- Helping disabled passengers get on and off the bus by safely procedure and operating wheelchair ramp.
- Reporting to the control room for assistance and supports.

### **Ratp Dev London United**

#### **Bus Driver**

- Follow a planned route according to a time schedule
- Help disabled passengers get on and off the bus by safely procedure to operate wheelchair ramp
- Follow procedures to ensure passenger safety
- Keep passengers informed of possible delays
- Perform basic maintenance (check the bus tires, lights, and oil)
- Keep the bus clean and presentable to the public.

### **Unity Recruitment**

#### **Civil Enforcement Officer for Woking Borough Council**

- Drive vehicle to patrol streets , checking regulations are being followed
- Give advice to the public on parking regulations and facilities
- check parking tickets and issue Penalty Charge Notices (PCNs)
- write simple reports and pocket book notes
- check parking meters and car park equipment, to report damage or faults
- report defective signs and road markings or any suspect vehicles

### **Self Employed**

#### **Hermes Feltham Depot**

#### **parcel deliveries**

- Loading, transporting, and delivering items to clients or businesses in a safe, timely manner.
- Reviewing orders before and after delivery to ensure that orders are complete.
- Providing excellent customer service.
- Adhering to assigned routes and following time schedules.
- Abiding by all transportation laws and maintaining a safe driving record.

### **October 2020-April 2021**

#### **Saba Parking in partnership with London Borough of Richmond Upon Thames**

#### **Civil Enforcement Officer**

- Driving ANPR vehicle patrol streets and car parks, checking regulations are being followed
- give advice to the public on parking regulations and facilities
- check parking tickets and issue Penalty Charge Notices (PCNs)
- write simple reports and pocket book notes
- authorize the clamping and removal of vehicles
- check parking meters and car park equipment, to report damage or faults
- report defective signs and road markings or any suspect vehicles

### **The Best Connection Staines UK(Employment Agency)**

#### **Customer Service & Warehouse Operative**

#### **Furniture Village Staines**

- ❖ Greet all customers in a warm, genuine and friendly manner.
- ❖ Ensure that customers receive the best possible service every time that they enter the store.

**Tes-Amm Feltham**  
**Computer Tester**

**Spare Parts**

Because of who our clients are and the quantities/types of assets we handle, we have access to significant volumes and varieties of spare parts. We understand the criticality and cost implications of limiting downtime and having the ability to get the spare parts you need, when you need them is a big part of that.

**Asset Recovery**

TES provides a one-stop solution for decommissioning and retiring end-of-life IT equipment. Our solution manages all aspects of the process including transportation, identification, testing, repair, data sanitization, and value recovery.

**DPD Groups**

- ❖ To handle parcels within the specified parcel definition, either manually or mechanically as directed by the Shift Manager.
- ❖ To use the available equipment to complete security checks To ensure that available equipment is in full working order and report any faults if required.
- ❖ To monitor and prevent damage to goods and to inform a Shift Manager where damage is identified.
- ❖ To monitor and prevent damage to vehicles and machinery and to inform a Shift Manager where damage is identified.
- ❖ To implement the Health and Safety Policy, ensuring and maintaining a safe working environment at all times.
- ❖ To implement the Security Policy ensuring and maintaining a secure passage of goods for the customer .

**Pathan Traders Valpoi Goa- India**

(October 2014 – October 2019)

**Sales Manager**

- ❖ Determine and assign sales quotas, targets, and goals.
- ❖ Develop sales strategies to acquire new customers or clients.
- ❖ Track sales team metrics and share them with company leadership.
- ❖ Collaborate with marketing executives to develop lead generation plans.
- ❖ Prepare budgets and approve expenditures.
- ❖ Monitor competition, economic indicators, and industry trends.
- ❖ Set targets, performance plans, and rigorous, objective standards for sales representatives.
- ❖ Meet with representatives one-on-one weekly to review performance, progress, and targets. [Weekly]
- ❖ Deliver deep performance reviews for each individual representative once or twice per year. (Semiannually or annually)
- ❖ Coach individual sales representative's one-on-one through phone work and prospecting help sessions to help them improve sales performance. (Weekly)
- ❖ Counsel, support, discipline, and fire underperforming sales representatives.
- ❖ Develop a scalable sales process and ensure representatives adhere to it correctly.
- ❖ Plan and implement training programs. Hold regular skills training sessions with internal or external sales trainers. (Monthly)
- ❖ Plan and preside over weekly sales team meetings. (Weekly)
- ❖ Recruit, select, onboard, and train new sales representatives.
- ❖ Set a good example for the team. Work according to company culture and values, prioritize ruthlessly, use good communication, and deliver results effectively.
- ❖ Maintain a deep understanding of customer needs and monitor their preferences.
- ❖ Resolve escalated customer issues and customer complaints regarding sales and service.
- ❖ Provide expertise when setting and adjusting pricing plans and discount rates.

**ATI Freight LLC, Dubai U.A.E**

(May 2012 – September 2014)

**Freight Forwarding Operation Executive**

- ❖ Carry out operational duties efficiently including Airway Bill Stock from different

- ✦ Airlines i.e. Emirates, etc. with the help of Sky Cargo link and Calogi System.
- ✦ Making custom papers (Bill of Entry) for export & import by using Dubai Trade Portal.
- ✦ Manage import and Export to Africa sector by arranging to Be Blocked Space from Emirates Sky Cargo.
- ✦ Managing logistics & transport budgets and implementing measures where appropriate.
- ✦ Ensuring the timely response of customer's query providing the quality as per customer requirement.
- ✦ Investigating and planning the most appropriate route for a shipment, taking into account the perishable or hazardous nature of goods, cost, transit time and security
- ✦ Arranging appropriate packing, taking into account the climate, terrain, weight, cost and nature of goods and also the delivery and warehousing of goods at their final destination
- ✦ Negotiating contracts, transportation and handling costs.
- ✦ Obtaining, checking and preparing documentation to meet customs and insurance requirements, packing specifications, and compliance with other countries' regulations and fiscal regimes
- ✦ Offering consolidation services by air ensuring cost-effective and secure solutions to small shippers who have insufficient cargo to require their own dedicated units
- ✦ Arranging insurance and assisting the client in the event of a claim
- ✦ Offering tailored IT solutions and electronic data interchange (EDI) connections
- ✦ Arranging payment of freight and other charges or collection of payment on behalf of the client
- ✦ Utilizing e-commerce and internet technology to enable real-time tracking of goods
- ✦ Arranging air transport for urgent and high-value freight and managing the risk door-to-door
- ✦ Acting as broker in customs negotiations worldwide to guide the freight efficiently through complex procedures
- ✦ Dealing with special arrangements for transporting delicate cargoes, such as livestock, food and medical supplies
- ✦ Arranging courier and specialist hand-carry services
- ✦ Maintaining communication and control through all phases of the journey, including the production of management reports and statistical and unit-cost analysis
- ✦ Maintaining current knowledge of relevant legislation, political situations and other factors that could affect the movement of freight.

## EDUCATIONAL QUALIFICATION

- ☐ **Passed secondary and higher secondary education 12<sup>th</sup> (HSSC)**  
Goa Board year 1999 - 2001 (INDIA)
- ☐ **Certificate Course in Computer Application**  
PRIME Computer Education Year 2006 (INDIA)

## COMPUTER SKILLS

- ☐ MS Office, Word, Excel, PowerPoint, Networking Essentials, Calogi System And other computer applications like Adobe Photoshop, Internet Explorer, Outlook Express.

## Languages Known

- ☐ Highly proficient in English, and South Asian languages like Urdu and Hindi, & Konkani.

LANGUAGES	READ	WRITE	SPEAK
ENGLISH	EXCELENT	EXCELENT	Good
HINDI	EXCELENT	EXCELENT	Good
URDU	EXCELENT	EXCELENT	Good

**References: Available Upon Request**