# Resume for the Post of Administrator /

Customer Services/Admin Assistant/Human Resource Management.

Marwan

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# **Objective**

Seeking a position in Customer Service or Administration or Human Resource Management where my extensive experience will be further developed and utilized with strong interpersonal and organizational skills with a keen ability to multitask a variety of challenges and responsibilities.

**Work Attitude**

# Effective communication skills

# Excellent working knowledge of computer

# Ability to adapt oneself to changing environment

# Self motivated & highly committed to achieve a set goal.

# Goal oriented and a team player.

* Responsible, committed and honest.

# **Job Experience**

**1. Employer** : **HSBC Bank Corporation. (Dubai, Deira Branch)**

**Period**  : March 2015 to (Currently Working).

**Position** : Customer Service Officer. .

**Responsible for the following**

* Interfaced with customer through telephone, e-mail and face-to face mode. Obtained and evaluated all relevant information to support customer issues.
* Handling inquiries related to new client. Managed and updated customer’s accounts efficiently. Responded promptly and accurately to customer inquiries. Resolved all customer issues in their best interest.
* Troubleshooting potential problems. Co-signing for securities transfer. Identifying investment objectives. Describing the characteristics, rewards and risks of any particular security. Meeting regulatory compliance standards.

**2.** **Employer** : **Dnata Cargo Operation. (Dubai Airport Free Zone). Period**  : May 2011 to Jan 2015. **Position** : Senior Cargo Assistant. (Acting Supervisor) .

**Responsible for the following**

* Performing the buildup of units according to the contour for the different types of aircraft and also taking care of the different types of versions in accordance with the priorities of the shipment given to achieve optimum utilization of capacity. Checking that the cargo loaded as specified in the load plan.
* Inspect, count and validate the goods at every point of build-up, ensuring that goods are correctly received or dispatched in accordance within established service standards. To ensure swift and safe movement of cargo and also to ensure that the safety of the aircraft and personal is not compromised.
* Responsible for all the braches related to cargo operations, cargo acceptance and delivery, cargo buildup and breakdown, perishable cargo.
* Responsible for Handling Staffs, Equipment's, Customer queries and complains**.**

**3**: **Employer** : **Du telecommunication**

**Period**  : Sept 2005 to Aug 2006**. Position** : Retail Sales Executive.

**Responsible for the following**

* Best in Company record and Performance.
* Personally responsible for Million of Sales, Target, and Profit Margin.
* Provide products of different types : Mobile, sim card, land line, broadband, and TV channels.
* Provide Customers New, Relocation and Cancellation services.
* Handle Customers complain and queries.
* Aim was to render the Best Services to our Customer. To Maintain and Retain the Stock Independently.

**4**: **Employer** : **RTA (Department of Salik). Period**  : April 2005 to June 2005. **Position** : Tracing Service Department.

**Responsible for the following**

* Answered inbound calls in support of customer need to resolve application issues.
* Performed queries in multiple databases.
* Effective telephone and query handling skills.
* Adhered to Government Monetary Regulations and Assisted in the creation of Customer Relationship Management system.

Education background

# Appeared for 10th SSC from THE WESTMINSTER SCHOOL Dubai.

# Appeared for 12th HSC from D.J. Doshi Gurukul Jr. College of Commerce. (Maharashtra Board)India.

# Appeared for BBA in (HR Management) from Kingslake University (Australian Board)U.S.A.

# Extra Curricular Activity And Computer Skills :

# Certified Course of “Aviation Security Awareness, Cargo Product Knowledge and Documentation, Cargo and Special Load Handling, Dangerous Goods Handling and Acceptance”. And certified award of appreciation from Dnata Cargo.

# Certified from Kings-lake University “Distinction of Outstanding Performance in Business Law, Award of Excellence for following Human Resource Management Project and Certificate of Membership in the Student's Council.

# Certified Course from e-convergence Technologies Ltd of “Excellent in Speed Calculation, English Grammar and Remembering English and Math.

# Certified Course of “Web Designing and DTP from NIIT” Bombay- India

* + Certified Course of “MS Office – Excel, Word, Power point & Internet brows” Dubai- U.A.E

# Typing Speed 40wpm.

# **PERSONAL DETAILS:**

Date of Birth : 21st November 1989

Nationality : Emirati. (U.A.E)

Marital Status : Married

**Language knows** : Fluent: English, Arabic, Hindi, Russian, and Urdu. Basic: Iranian, Marathi etc.

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