**MISBAH**

**OBJECTIVES**

To secure a challenging and responsible position that will allow me to utilize my caregiving experience and supervisory skills.

**EXPERIENCE**

**CUSTOMER SERVICE REPRESENTATIVE -**  MASHREQ BANK. (DECEMBER - JULY, 2015)

• An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty.

• Strategic-relationship/partnership-building skills -- listen attentively, solve problems creatively, and use tact and diplomacy to find common ground and achieve win-win outcomes.

• Handle customer inquiries, complaints, billing questions and payment extension/service requests. Calm angry callers, repair trust, locate resources for problem resolution and design best-option solutions.

• Interface daily with internal partners in field services, new business, operations and consumer affairs.

• Helped company attain the highest customer service ratings.

**TELESALES EXECUTIVE -**  DUN & BRADSTREET. (JANUARY - APRIL, 2014)

• Cold calling & telephone sales.

• Build relationships with key decision makers and match customers with the right solutions for their needs.

**TELESALES AGENT -** FIRST GULF BANK. (OCTOBER - DECEMBER, 2014)

•Cold calling & telephone sales.

• Convincing the FGB customers in taking the benefits available on their FGB cards.

• Telephone sales regarding Quick Cash, 0% BT.

• Answering customer’s quiries through telephone & email.

**CHECK IN STAFF -** DUBAI CRUISE TERMINAL. (AUGUST - DECEMBER, 2010)

• Greet the passengers.

• Dealing with passenger enquiries.

• Check passenger’s tickets & passports.

• Direct passengers to the boarding gate.

**CALL CENTRE AGENT** - DUBAI MEDIA CITY. (JUNE – NOVEMBER, 2008)

• Determines requirements by working with the customers.

• Answers inquiries by clarifying desired information; researching, locating, and providing information.

• Fulfills requests by clarifying desired information; completing transactions; forwarding requests.

• Maintains call center database by entering information.

**TELEMARKETING AGENT** - AMRB. (AUGUST – DECEMBER, 2007)

• Maintains call center database by entering information.

• Identifies prospects by reading telephone and zip code directories and other prepared listings.

• Contributes to team effort by accomplishing related results as needed.

**EDUCATION**

2007

Dubai, UAE

**PAKISTAN EDUCATION ACADEMY**

Inter in Commerce.

2008-2012

DUBAI, UAE

**LONDON AMERICAN CITY COLLAGE**

Completed BA (HONS) in Business Administration , MAJOR : FINANCE.

2012-2014

DUBAI, UAE

Completed MBA (HONS) in Business Administration , MAJOR :FINANCE.

**IT SKILLS**

**TYPING SPEED**

40-45 WPM.

**OPERATING SYSTEMS**

MS-DOS, Windows.

**SOFTWARE PACKAGES**

MS Office, Word Perfect.

**PERSONAL**

**D.O.B** 22nd March, 1989.

**Nationality** Pakistani.

**Languages** English & Urdu/Hindi.

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