TANIZ

**OBJECTIVE**:

* I am seeking a position in customer care, client interactions where my extensive experience will be further developed and utilized.
* A position that offers the ability to exceed expectations and work hard, and also to play hard and balance work and family.
* To obtain a career oriented position in a dynamic organization, offering challenging responsibilities and requiring commitment to organizational growth and advancement.

**PROFESSIONAL STRENGTH:**

* A hardworking person who is eager to learn more, accepts directions easily, willing to invest time and effort necessary to complete task and can adjust easily with varied people.
* An effective communicator with exceptional relationship skills with the ability to relate to people at any level.
* A strong team-leader with the ability to maintain a calm steady approach, even under immense workload and willing to work long hours to get the job done to perfection.

**WORK EXPERIENCE:**

PRIVATE TUTOR (2014-2015)

**Key responsibilities:**

* Tutored Primary students of various curriculum ( CBSE and British curriculum)
* Tutored Islamic Studies of children aged four to six years in fun manner ( Scrap book, drawing and paintings in a private institution)

**EMPOST**(Sep 2012 – Sep 2014)

**Customer Service Agent**

*Roles and responsibilities*:

* Answering inbound customer queries related to their package accounts and credit cards.
* Ensure that the customer is fully updated on any query or issue within the agreed time.
* Deal competently with customer complaints and take all possible actions to resolve the issue.
* Updating call logs and contact details of shipments in computer system.
* Updating the clients on the status of shipments.

**INFOSALON**(February 2012 –May 1st 2012**)**

**Data Entry**

*Roles and Responsibilities:*

* Scanning Bar code
* Updating Customers Details.
* Maintaining Customer Details

**ACTIVIA, Carrefour, Sharjah City Centre** (may 2010)

**Merchandiser**

*Roles and Responsibilities:*

* Promoted Activia Yoghurts daily.
* Gathered & reported feedback of the customers about the likes/dislikes of the product.
* Convinced customers on using & purchasing the product.
* Highlighted the health benefits to sell the product.
* Presented the daily benefits on consuming the product.
* Interacted/dealt with multi-cultured customers.
* Reported suggestions & feedback to help sell the product.

**DOLLREX, Dubai** (April 2009)

**Sales Promoter**

*Role and Responsibilities:*

* Helped in selling female costumes.
* Catering ladies promoted different product lines at the Events.

**Skills:**

* Windows 2007, Internet & Mail & typing skills is of 45WPM
* Good Communication/Speaking Skills.
* Good Interpersonal Skills.
* Good Public Speaking Skills.
* Has valid U.A.E driving license.
* Volunteering Skill

**QUALIFICATIONS:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Year** | **Name of Institution** | **Place** | **Degrees Attained** |
| 2014-2015 | University Of Bolton | Ras Al Khaimah | *B.sc in Computing* |
| 2011-2014 | Allied College of Management System | Knowledge Village, Dubai | *Diploma and Advance Diploma In Information Technology* |
| 2009-2010 | The Central School | Al Nahda, Dubai | *Passed XII*  ***Science*** *stream under CBSE Syllabus* |
| 2007-2008 | The Central School | Al Nahda, Dubai | *Passed X(CBSE Syllabus)* |

**PERSONAL PROFILE:**

* Date of Birth: August 6 1990
* Name of Father: Mohammed AbulKalam
* Marital Status: Single
* Passport Number: Q 0446847
* Nationality: Bangladesh
* Languages: Fluent in English, Bengali, Hindi & Urdu
* Visa Status: Father’s Sponsorship

**Interest / Hobbies**:Reading, Writing, Reciting, Photography, Dance, Meeting new people and Helping others in theirs need, Talking, Teaching youngsters etc.

**Job Seeker First Name / CV No: 1716102**

[Click to send CV No & get contact details of candidate](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)

