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|  | **Overview:**  A self motivated **Customer Service/Auto Service Advisor** with a verifiable record of accomplishment in Office administration related tasks, Teaching and Customer relations spanning over Ten years of professional service.  Highly creative, recognized as a results-oriented and solution-focused individual. Areas of strength include: | | | | | | | |
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| **Education:** | | | | | | | | | |
|  | |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Academic Year**  Nov , 2016  May , 2009  July , 2008  July , 2006  July, 2005 | **Educational Institute**  SCORE Institute, Sharjah.  Etisalat Academy  Etisalat Academy  Emirates Aviation College  Punjab University |  | **Exam**  IDP IELTS, Dubai(6 band)  Overview of Gpon  Etisalat Product & Services  Passenger Service  MS Office | | | 2001 -2004 | BCS – Punjab University, Islamabad |  | Bachelor Degree  in Science | | | 2000 -2000 | FSC Science Group – Sheikh Khalifa School & College |  | Federal Board | | | 1998 -1998 | Metric –Sheikh Khalifa School & College, Abu Dhabi |  | Federal Board | | |  |  |  | |  | | | | | | |  | | | | |
| **EXPERIENCE SNAPSHOT** | | | | | | | | |
| **1.PROFESSIONAL EXPERIENCE:**  **Title: Senior Customer Service Representative** **Period : 18th Mar 2008 – till date**  **Company: etisalat, Musherif BC Ajman.**   * Maintain exclusive customer’s applications such as Internet, telephone and mobile lines. * Processing business application for the business customers. * Took initiative to continuously improve quality of service and performance. * Making sure that etisalat’s newly launched product is updated on the system. * Regular check on newly launched product is working on the system or not. * Maintained quality of service as per etisalat standard. * Educate trainees about etisalat’s product & quality of service. * Giving presentation on etisalat product on daily basis. * Identifying improvement areas & implementing measures to maximize customer satisfaction levels. * Doing Tele-Marketing to promote GSM numbers & e-life 2p & 3p. * As per TRA rule, handling the registration applications for the mobile customers. * Checking faulty devices for the customers, such as I-Phone, blackberry, Samsung, USB &LTE devices and replacing the same with approval. * Handling cash on Shift basis and handing over same to the transguards. * Preparing total cash reports & sales reports on daily and monthly basis. * Handling customer complaints and resolving their issues. * Handling the shift duties as shift In-charge. * Updating the trainee regarding the new promotions of etisalat. * Monitoring day to day activities of trainee and briefing them about the CBCM, Falcon& SAPS system. * Trying to achieve the set targets on monthly basis. * Receiving stocks and updating the same on the system. * Providing face to face &telephonic enquiries regarding the latest promotion of etisalat. * Attending the training time to time as arranged by the management. * Training new staff about the etisalat products and services.   **ACHIEVEMENT** :  Scored 96% in Customer Journey Assessment.  Receive much appreciation from seniors for doing excellent job.  Certificate of Appreciation for the Blackberry Sales performance during Gitex 2008.  Great Effort Award for the Blackberry sales in 2008.  Certificate on completing the training course in Etisalat Product & Services on 28 July, 2008 from Etisalat Academy.  Certificate on completing the training course in Overview of Gpon on 26, May, 2009 from Etisalat Academy.  Certificate of Appreciation to increase the sales of e-life Bundle in Northern Emirates “Hero of the Week” Feb-2011.  Certificate of Appreciation for increasing the sales of e-life 2p in august, October & November 2012.  **2.PROFESSIONAL EXPERIENCE:** | | | | | | | | | |
| **Title: Customer Service Representative** | | | | **Period : May 2006 – Jan 2008** | | | | | |
| Company : Air Blue Airline– Dubai Terminal 2 Airport   * Providing telephonic customer service. * Check-in & Boarding of the passengers. * Providing hotels to the passenger in case of flight delays. * Issuance and re-issuance of air tickets. * Interacting with walk in passengers for issuance of air tickets, confirming flight schedules, blocking seats and actioning on mails regarding changes in departures/arrival dates, penalties etc. * Increasing the volume of sales and developing corporate clients. * Maintaining client history and updating daily and weekly sales record. | | | | | | | | | |
| **ACCOMPLISHMENTS:** | | | | | | | | | | |
| Improved customer service within the organization.  Ensured that the Document Control / Time Keeping were extremely efficient.  Established a good rapport with General Manager and my colleague’s Basic awareness of the Airline industry.  Completed the post course application for “Basic Passenger Services Skills” from Gerry’s D’nata on  22 July 2006. | | | | | | | | | | |
| **3.PROFESSIONAL EXPERIENCE:** | | | | | | | | | |
|  | **Title: Executive Secretary for Gynecology Department** | | | | **Period : Feb, 2006 – May, 2006** | | | | | | |
|  | Company: Gulf Medical Hospital & Research Centre, Ajman.   * Working with the Head of the departments such as the Department Of Obstetrics and gynecology department & Patient Affair Department (PAD). * Maintain exclusive document control of all inpatient and outpatient. * Personally write and send out correspondence addressing all the pending issues discussed during the meetings and follow up thereafter on this correspondence. * Assist the HOD in compiling the Weekly and Monthly reports for the Patient. * Arrange and coordinate general and technical meetings between HOD and the staff nurses according to the need of the hour. * Provide input to HOD with respect to admission schedule/progress, furthermore assisted the doctor and Head of department in Preparing monthly and annual reports for the patients. * Assist my HOD in writing and sending out all the requisite letters. * Full charge of updating PATIENTS progress (Typing of Medical reports). | | | | | | | | | |
| **ACCOMPLISHMENTS:** | | | | | | | | | |
|  | Ensuring that the document control was extremely efficient, by providing the requisite data, as and when required.  The fluidity and effectiveness of my written correspondence was well appreciated by our Dean and HOD and thereafter recommended me to be the Executive Admission Consultant in Gulf Medical University.  Able to prove my flexibility when under pressure to meet deadlines .Some circumstances demanded that I travel and work during non office for a long period of time.  Proved my ability to work under a team and my sense of affirmative action marked me out as competent leader.  **4.PROFESSIONAL EXPERIENCE: period : Jan, 2005 – Dec, 2005**  **Title: Auto Service Advisor**  Company: Suzuki Federal Motors, Khayaban-e-Suhrwardy, Islamabad, Pakistan.  • Scheduled vehicle service appointments. • Welcomed customers and made general assessments of vehicle issues. • Worked to ensure customer satisfaction and handled customer issues.  • Recorded customer vehicle service issues in company database. • Resolved customer complaints and minor customer service issues. • Performed customer follow-up contact to ensure customer satisfaction.  • Prepared summaries of vehicle issues for auto technicians. • Performed basic auto repairs and assisted with more complex vehicle problems. • Prepared customer invoices and processed customer payments. • Greeted customers prepared estimates and scheduled appointments. • Analyzed work orders and prepared invoices. • Handled customer calls and responded to email inquiries.   * **Core Qualifications**   • Proficient at an assortment of customer service tasks  • Able to narrow scope of vehicle issues based on customer descriptions  • Skilled at articulating customer issues with auto staff  • Adept at handling customer complaints in a professional efficient manner  • Extensive knowledge of common auto terminology  • Ability to work in fast-paced environments  • Excellent communications skills | | | | | | | | | |
| **PERSONAL DETAILS:** | | | | | | | | | |
|  | Sex : Female  Nationality : Pakistani  Visa status : Transferable UAE Visa  Languages : English, Urdu, and Arabic.  License : UAE Light Motor Vehicle  References can be provided upon request.  I hereby declare that above stated information is true to the best of my knowledge. | | | | | | | | | |