**Raja**

• DUBAI, UAE

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| Personal Information | Nationality Pakistani  Gender Male  Birth date 23/12/81  Visa Status Visit Visa  Status Single  Driving license UAE |

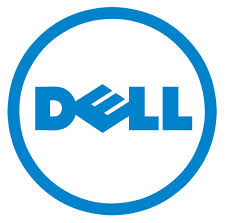
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| Career Objective | “Customers may forget what you said but they'll never forget how you made them feel.”  –Unknown  When Customer Services is done right, it distinguishes the company. Customer services helps the business in meeting their business goals by inspiring people through better communication, program awareness and by helping people become better users. And ultimately, help the company make more money and value.  Aspiring for a role in an organization where my Customer Services skills and management skills & experience can be used for making this positive contribution to the company. |

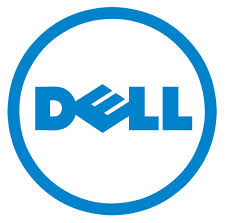
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| Skills | 6+ years’ experience in Dubai UAE,   * Proven Customer Relationship skills * Proven leadership skills * Resilient and flexible * Committed to delivering timely and quality customer service to both internal and external customers * Ability to use interpersonal and negotiation skills to influence and persuade individuals when necessary * Approachable * Time management, ability to handle multiple projects and work reliably under pressure * Ability to communicate clearly and effectively, both verbal and written, with multiple stakeholders * Sound judgment skills * A commercial outlook, including awareness of costs. |  |  |

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| My Experience  https://upload.wikimedia.org/wikipedia/en/b/bf/Delivery_Hero_Logo.png http://248am.com/images/2014/11/talabat.gif | **Jan 2016 – Present**  **Sr. Customer Services Agent- Foodonclick.com and Talabat.com (Delivery Hero Middle East)**  **Industry - E-COMMERCE**  *Leading Online food delivery portals in the Middle East (both brands acquired in early 2015 by Delivery hero, headquartered in Germany - the largest food network in the world)*  **Responsibilities –**   * Guarantee positive customer experiences and resolve all customer complaints and handle returns. * Promptly respond to general inquiries from members, staff, and clients via e-mail, Avaya and Zendesk. * Develop highly empathetic client relationships and earn reputation for exceeding sales goals. * Working under strict deadlines and responding to service requests and emergency call outs.     Macintosh HD:Users:mol:Desktop:saliklogo.png  **Dec 2010 – Feb 2016 - Cupola Teleservices As Customer Services Agent**  **Project RTA SALIK (DUBAI)**  **Industry – Transportation**  *RTA SALIK (DUBAI)**is a leading transport company in Dubai. Providing quality transport services to customers and is globally renowned.*  **Responsibilities –**   * Proficient IT skills including Customer Management Applications software, Self-service portals * MS excel for reporting purposes. * Provide accurate and appropriate information in response to customer inquiries. * Worked with upper management to ensure appropriate changes were made to improve customer satisfaction. * Assisted with the development of the call center operations, quality and training processes. |
| Macintosh HD:Users:mol:Desktop:images.pnghttp://248am.com/images/2014/11/talabat.gif | **Jan 2008– Dec 2010 – Customer Services Officer**  **Sr. Customer Services Agent- ZONG TELECOM PVT LTD**  **Industry - TELECOM**  *Zong is Pakistan’s first and only 4G operator. With over 26 million subscribers in just over 6 years, it is the fastest growing telecom service provider of the nation. Zong is supported by groundbreaking communications, trend setting Customer Services and an unmatched Product Offering that has redefined the rules of the game!*  **Responsibilities –**   * Opened a new store location and assisted in recruiting and training new staff. * Provide accurate and appropriate information in response to customer inquiries. * Computed sales prices, total purchases and processed payments. * Created sales strategies to promote advertising offerings and motivate larger deals. |

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| Education    Macintosh HD:Users:mol:Desktop:logopu.png | **2001- 2003 Punjab University– BA**  **Mass Communication and Economics**  **F. Sc – 1998 Attock College Pakistan**  **Matric – 1996 MRF degree Science College Pakistan** |

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| Awards    Languages | Best Team Player - **Zong (Pvt) Ltd**  Best Employee of Year - **Salik Dubai**    English - Fluent  Hindi, Urdu - Fluent |
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[](http://www.google.ae/url?sa=i&rct=j&q=&esrc=s&frm=1&source=images&cd=&cad=rja&docid=53YqfHcQz310ZM&tbnid=iYteLMH0y07cHM:&ved=0CAUQjRw&url=http://commons.wikimedia.org/wiki/File:Dell_Logo.svg&ei=iNOmUvagFtHAswa9oIE4&bvm=bv.57799294,d.bGE&psig=AFQjCNHFz9rS6KuFuQa7t21eFNpYsj7sMQ&ust=1386751166490784)

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