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| --- | --- |
|  |   Visa Status Employment  |
| Objective | To obtain a position as a team-player in a people-oriented organization where I can maximize my customer-service experience in a challenging environment to achieve the corporate goals. |
| Career HighlightsOct2015 –Till DateMay 2014 - Sep 15 **Aug2008 - May 14** | More than 7 years of experience.Working as **Retail Sales Executive** in the **DU** Telecom which is based in Dubai UAE. As a Retail Sales Executive I am responsible for dealing with customers, answering queries, provide solution of their complaints, handling payments, selling telecommunications products, including cellular phones and parts, network managed services, corporate Internet access and also making sure that the goods are attractively displayed.Worked as **Customer Service Supervisor** in the leading multinational **QNI Real Estate Broker**. QNI real estate resides its head office in the Dubai and engaged in developing, renting, leasing and managing residential and commercial properties. This includes real estate brokerage and agent services, real estate appraisal services and consulting services.Worked more than **five** years as **Customer Service Executive** in the telecom sector under the subsidiary of **Etisalat** named as Ufone. My Job role as customer service Executive was to help customers acquire service or directs them to technical experts who can help with telecommunication problems or issues. As customer service professionals we must have strong inter personal skills to communicate effectively and address customer inquiries. |
| Job Role **Retail Sales Executive****Customer Service Supervisor** **Customer Service Executive**  | * Attracts potential customers by answering product and service questions, suggesting information about other products and services.
* Keep records of customer interactions, transactions, details of inquiries, comments and complaints.
* Maintain an awareness of all promotions and advertisements, stay current with sales prices, new updates and new products.
* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem.
* Sell telecommunications products and services to both individuals and companies.
* Maintain an updated database in sales database including all activities, partners, and opportunities with their current status.
* Conduct seminars and training sessions for team members to improve customer services.
* Resolve customer complaints via phone, email, mail and walking clients.
* Maintain accurate resident records. Updates on daily basis all rents, deposits and application fees received from residents. Issue appropriate notice when necessary (e.g.,

late payments, eviction notices, returned check memos).* Maintain awareness of local market conditions and trends. Contributes ideas to property manager for marketing community and improving customer satisfaction.
* Greets prospective clients, shows community and performs leasing duties.
* Assist and support the team with hand-delivering of client communication e.g. flyers etc., handover of keys, access barrier/secure door access cards, company’s letters, Notices and flyers to owners and residents
* As a CSE, I was responsible for handling the customer’s problems and queries through telephonic conversation and front desk as well.
* I worked in different departments on rotation of my job like Front end customer service center as well as CRU (Complaint Resolution Unit Team) in backend.
* Forwarded complaints of customers to the Support Centre and giving feedback to customers on already registered complaints done by the customers.
* Attended different types of training activities for enhancement of interpersonal skills and product related trainings during my state in Ufone.
* As a HR Executive on departmental rotation, I was working in Recruitment Team. CV Collection, Short listing, Entry Test Checking, Scoring, and contacted the short listed candidates were my main Responsibilities.
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| Academia | * Master in Business Administration(HRM)

Federal Urdu University ,Islamabad. Pakistan* Bachelor in Commerce

University of the Punjab. Pakistan |
| Training&Projects | * Training increases the performance of employees.
* Creating Moments of Magic (CMOM).
* Motivation increases performance of employees.
* Human resource process in Ufone
 |
| IT Skills | * Microsoft Office
* Adobe Photoshop
* Corel Draw
* Auto Cad
 |
| Linguistic Skills | * English
* Urdu
* Arabic (Basic)
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| Interests | * Love to learn new things
* Traveling & Playing Snooker
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| Personal Profile | * Date of Birth : May 06, 1985
* Marital Status : Single
* Visa Status : Employment Visa
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**First Name of Application CV No: 408300**

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