**SHAH**

Address: Dubai UAE.

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**Profile:**

Masters in Economics and finance qualified and results-driven management professional with over 3-4 years of comprehensive experience and extensive knowledge. My major skill sets are into Client Relationships Management, Sales & Business Development, Compliance, and Product Management.

**Core Competences**

* Goal-oriented and highly responsible with strong leadership capabilities and interpersonal skills
* Creative, resourceful, and adept at multi-tasking
* Organized, highly motivated, and can perform diverse tasks simultaneously
* Providing high-level customer service and satisfaction
* Working with various types of technology and software’s
* Excellent English communication skills

**Professional Experience**

**Operation Supervisor and PRO Services:**

Employer: Ready Maids

Feb 2017 – Feb 2018

**Responsibilities:**

* Handled all PRO services for the company.
* Collect and give regular update on all work and migration standards from the government offices to keep the HR offices well informed for any changes in procedure and rules.
* Submit, follow up, and gather all new work and business visa to guarantee that it’s all handled and processed on time.
* Manage staff, preparing work schedules and assigning specific duties.
* Develop and implement product marketing strategies including advertising campaigns and sales promotions.
* Plan and direct activities such as sales promotions, coordinating with other department heads as required.
* Fixing the regular customers according to the their requests (date, time & cleaner)
* Receiving calls from customers and handling all their requests, complains, and suggestions.
* Assisting customers, providing brief and concise information with care about the services we provide.
* Direct email contacts with customers, suppliers, and commercial clients regarding their concerns.
* Receiving complaints from the customers and reporting to the General Manager
* Preparing monthly invoices for customers and following up on their payments.
* Organize and update customer database through our ERP systems
* Contacting customers for house training, visits and other matter related to their regular schedule and cleaner
* Handling all company logistics, driver-wise, cleaners-wise, in case any urgent changes in scheduling.
* Preparing daily the driver’s list by allocating the number of cleaners per location
* Assisting the cleaners and giving idea and knowledge about their booking customers (key and other notes)
* Providing direction if not exact location to the drivers through the maps.
* Timely monitor every employee situation as to health condition, emergency, vacation, cancellation and renewal of visa to be process and to contact customers for any replacement required.
* Contact point of the supervisor, camp boss, drivers, cleaners and customer in circulation of schedule notice and/ or any changes.

**Customer Service Representative**

Employer: United Bank Limited PAK.

July 2015 – November 2016

**Responsibilities**

* Assist customers with routine account-related requests such as: funds transfers, automatic funds transfers (AFTs), stop payments, inquiries about bank deposit products and service charges, inquiries about ATM and debit card usage and limits, inquiries about checking and savings accounts transactions, inquiries about funds availability, and check verification requests by third parties.
* Research and resolve customer problems, acting as the customer liaison between other bank departments when necessary.
* Research customer questions regarding electronic funds transfers and initiate “Reg E” disputes when appropriate, including the completion of all necessary documents and affidavits.
* Cross-sell bank products and services based on customer needs in accordance with the banks’ program standards.
* Relate customer requests for service charge rebates to the assistant vice president and vice president of operations.
* Process necessary paperwork to rebate customer service charges.
* Verify information on ATM/debit card applications to the information in customer database. Send exceptions to personal banking counselors for corrections.
* Update the system with messages regarding ATM/debit cards and service charge rebates.
* Balance customer checkbooks.
* Perform customer requested research, including printing statement and check copies.
* Transfer funds to cover customer overdrafts as directed by bank operations.

**Customer Service Representative**

Employer: Mobilink –Telecommunication PAK.

January 2013 – June 2015

**Responsibilities**

* Handle operational activities over customer care service & sale counters
* Practice customer handling skills as defined and learned in relevant trainings
* Welcome, guide and manage each walk-in customer when in the role of Floor Greeter
* Manage walk-in customers according to the assigned counter or assigned role
* Explain various Mobilink tariffs to the customers and sell prepaid/ postpaid connections at front line customer services
* Be updated on all current policies, procedures, promotions, products and up sell value added services offered by the company
* Take ownership and ensure timely resolution of customer complaints
* Coordinate and follow-up with multiple stake holders for issue resolution
* Understand and implement the CS policies & procedures in practice and spirit
* Ensure proper behavior/discipline/grooming/punctuality as per the requirements and image of the company

**Skills and Ability**

* Sales, Business Development & CRM
* Account Management
* Establishing Effective Service Delivery Processes
* Logistics
* Relationship Strategy
* Business Strategy
* Aspiration-Setting
* Compliance Regulations
* Influence Skills
* Strategic Thinking
* Analytical Skills

**Educational Attainment**

* 2015 – Masters in Economics & Finance – Northern University Nowshera Pakistan.
* 2012 – Bachelor of Science in Economics - Abdul Wali khan University Mardan Pakistan.

**Driving License**

* Issued by United Arab Emirates.

*Reference Available upon Request*