**ADEEL**

Dubai.U.A.E

Email: [adeel-397831@gulfjobseeker.com](mailto:adeel-397831@gulfjobseeker.com)

**Career Objective:**

To pursue a challenging career in industry which enables me to utilize my skills and abilities for the growth of organization, which in turn provides an environment where ethics and talents reign supreme, leading to personal and professional growth.

 **Profile Snapshots:**

* More than Eight Years of experience as a Customer Service Incharge, Dubai U.A.E (Secretarial Services)
* Sales & Business development professional around seven years of experience in Retail & Whole Sale Department as Asst A.S.M, Lahore Pakistan (Consumer Goods)
* One Year of Experience as Admin Assistant, Lahore, Pakistan (Security Services)

 **Customer Service Incharge**

**Karama Dubai, United Arab Emirates – January 2012 – Present Career Highlight**

* Providing the services of Dubai Govt. i.e. Dubai Visa, Medical, UAE National ID, EJARI & Indian Passport/Visa applications
* Assisting, Training & Hiring the Employees regarding the services providing in Company
* Keeping employees and management up to date with new changes & policies
* Maintaining & handling the operation of whole branch
* Providing help and advice to customers using our company’s services
* Communicating courteously with customers by telephone, email, letter and face to face
* Handling customer complaints & major incidents
* Issuing refunds or compensation to customers
* Keeping accurate records of discussions or correspondence with customers
* Sharing information within the team members in order to improve service against the competition
* Meeting with Management to discuss possible improvements to customer service
* Preparing Reports regarding business activates
* Generated repeat business through successful client follow-up

 **Assistant Area Sales Manager**

**Service Sales Corporation Pvt Ltd –Lahore Pakistan –Sep 2004 - Sept 2011 Career Highlight**

* Responsible for the operation of Business Center
* Responsible for Business development, promotion of the product through explaining the importance & benefits
* Setting sales targets for individual reps and team as a whole, according to company guidelines
* Allocating areas to sales representatives
* Achievement of Sales Targets & Monitoring and assisting in company receivables
* Providing timely feedback to senior management regarding performance
* Compiling and analyzing sales figures
* Dealing with some major customer accounts as a personal accounts
* Monitoring team's performance and helping them to reach targets
* Serving existing and new accounts and handling the complaints and issues and resolve them
* Mentor and manage team members to successfully close business
* Deals with the customer queries and problems and troubleshoot them
* Collecting customer feedback and market competition information
* Prepare a variety of reports, including sales activity, closings, follow-up, and market trends
* Maintains administrative staff by training employees, maintaining a safe & secure work environment

 **Administration Assistant**

**Security & Management Services – Lahore, Pakistan - Aug 2003 - Aug 2004 Career Highlight**

* Keeping all the official Records up to date & Reporting to Manager
* Preparing & circulating the official letters
* Complaint handling
* Compiling all the daily reports from the various departments
* Writing various forms of official communication, like e-mails and letters
* Keeping the record of Employees
* Travel arrangements for staff
* Accounts Handling

 **Key Strength**

Highly focused & motivated team leader with good experience of successful new business development, competitive market expansion, Sales achievement & sales leadership experience. Highly Focused Customer Service In Charge on satisfying the cus-tomer and solving customer issues.

 **Skills**

**IT:** Excellent PC and Internet skills, including experience using Microsoft Office, Outlook and web presentation application

**NON-IT:** Sales, Business Development, Customer service ability, office management, excellent written and verbal communica-

tion and presentation abilities

 **Training Programs & other skills**

* Command on the Procedure & making applications of Dubai Immigration, Emirates ID, Medical, EJARI, Indian passport & visa, Dubai Labor Law, Schengen Visa System

▪ Customers Loyalty program- Faisalabad- Pakistan - 2009

 **Languages Proficiency**

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| --- | --- | --- | --- |
| Languages: Fluent in Urdu & English | |  |  |
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| **Education** | |  |  |
| **University of Sargodha- Sargodha - Pakistan** | |  | **July 2005 –July 2007** |
| Master in Business Administration **(M.B.A** **–** **Marketing)** | | |  |
| **Allama Iqbal Open University-Islamabad - Pakistan** | | | **March 1999 - March 2003** |
| Bachelor in Computer Sciences **(B.C.S)** | |  |  |
| **Personal Information:** | |  |  |
| **Name:** | | Adeel |  |
| **Nationality:** | | Pakistan |  |
| **Civil Status** | | Married |  |
| **Driving License** | | **Valid UAE Driving License (LTV)** | |



 **I do hereby declare that the above furnished details are true and correct as per knowledge and belief.**

**Yours Sincerely/-**

**Adeel**