



MUHAMMAD SHOAIB

Customer Service Representative / CSR / TSR at Federal Exchange



00971529429101



shoaibmalik1994.12@gmail.com

About Me

Capacity to work under horizontal as well as vertical authority. capacity to work as an independent as well as a team player. Strong belief in diversity. Believe in the respect and dignity of colleagues. flexible behavior. committed with the self-imposed deadlines and the external instructed deadlines.

Personal Details

Date of Birth

15/09/1994

Nationality

Pakistan

Marital Status

Single

Visa Status

Company

Joining Date

Immediate

Hobbies

- Workaholic
- Reading books

Language

- Urdu - Native
- English - Medium

Computer Applications

- Word
- excel
- Sap
- ERP Next
- Quick Books
- Canva

Experience

Fedral Exchange (Feb 2022-Till Working)

Abu Dhabi, United Arab Emirates

Customer Support Representative / CSR.

- Executed Customer transactions regarding cash, money order and money exchange.
- proficient in exchange different currencies.
- Maintained balancing record with 100% rate of accuracy. proficient in computers and other office equipment.
- Exceed monthly sales goal. Recorded amounts received and prepared reports of transactions.
- processed exchange and foreign currency.
- Maintained friendly and professional customer interaction. performed all duties as assigned by supervisor.

AL Fajar real-estate (Oct 2020- Dec 2021)

Ajman, United Arab Emirates

Sales Executive / Customer Services Executive

- Dealing with customers online.
- Convey a information about property through mails and Adds.
- prepare all the document related to property.
- Ability to convince customers to buy properties.
- shows property to prospective buyers and explained about feature and cost.
- present properties to clients with fair market price.

jojo (Dec 2013 - Jan 2016)

Sales Executive / Customer Services Executive

- Dealing with customer and taking order from door to door.
- Assigning the duties to the teams.
- arranging team meeting for with senior and sub ordinates.
- Solving the team problems and guide them.
- Making reports of staff; sending to relevant departments Checking mails and replying to customers.
- Planing to increase a sales, giving suggestions to line manager and executive the plans.

Qualification

BBA

Preston University, Islamabad