



Muhammad Inam Ullah

Customer Service and Accounts Specialist

Profile

A determined and reliable Sales and Customer Service Specialist with over 7 years of experience in sales & customer service. Throughout my career experience, I have held multiple positions of increasing importance in responsibility. Providing a dynamic character with top-notch communication skills, organizational skills, leadership, marketing, product knowledge and decision making. Focused on going above and beyond to supply a diversified and cross-culture business environment that supports continuous personal development. I believe that I can contribute in achieving company' goals with my persistence and hard work.

Employment History

Customer Service Officer at Mairvi Travels & Tours IATA, Mianwali, Pakistan

May 2015 — August 2020

- Managing daily operations, customer service, marketing strategies and making constant improvements upon feedback.
- Airlines Ticketing, Airlines Sales, Airlines Customer Service Management.
- Meeting customer expectations in terms of efficiency, accuracy, timeliness and professionalism of response.
- Fully Utilizing and inputting to Customer Relationship Management data, ensuring all customer information is complete and kept up to date, and ensuring all customer needs are met and sales opportunities are maximized.
 - Resolved customer inquiries quickly and accurately, resulting in a X% reduction in customer complaints

Customer Service Officer at Mobilink Microfinance Bank, Mianwali, Pakistan

September 2020 — December 2021

- Collaborated with product development teams to ensure customer feedback was incorporated into product designs
- Constructed customer service reports to track customer satisfaction levels, allowing for quick and informed decision-making
- Collaborated with cross-functional teams to identify customer service needs and develop solutions to meet those needs

Details

Abu Dhabi, United Arab Emirates,

Contact : +971542950745

DOB : Aug, 05 , 1996

khaninamk895@gmail.com

Skills

Time Management

Microsoft Office Word

Teamwork

Sabre, Amadeus , Galileo

Effective Time Management

Microsoft PowerPoint

Communication

Microsoft Excel

Ability to Multitask

Computer Skills

Microsoft Office

Customer Service

Leadership Skills

Communication Skills

Motivated Attitude

Inventory Control

Advanced Communication Skills

Customer Service Skills

Creative Problem Solving

Assistant Accountant at Royal Dream Travels Abu Dhabi, United Arab Emirates

April 2022 — May 2023

- Prepared and filed multiple tax returns on time and in compliance with applicable laws.
- Provided guidance and training to staff on accounting procedures.
- Developed and maintained an accurate and up-to-date accounting system that tracked expenses, revenues, and profits
- Developed and implemented internal controls to ensure accuracy and integrity of financial data
- Developed a system to track and monitor expenses, resulting in improved cost savings

Education

B.com, University of Sargodha, Mianwali, Pakistan

September 2014 — April 2017

Bachelor of Commerce

Languages

· English

· Arabic

· Urdu