



M.NADEEM AFZAL

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Objectives

Seeking challenging and responsible position where my education, abilities and potential can be fully and efficiently utilized, and which offers opportunities of growth, knowledge and skill development.

Professional Working Experience

CUSTOMER SERVICE REPRESENTATIVE/FRONT DESK
(OMAR BENAMARA HOSPITALITY LLC DUBAI)
(Dubai, UAE)

2021-2023

- Serve as the face of the company.
- Handle all reception related matters, maintain front office, assist various administrative duties.
- Answering questions by visitors, providing directions and alerting staff when someone is there To meet them.
- Handle filing and data entry as requested.
- Identify customer needs, clarify information and provide proper advice and support to client in timely and accurate way.
- Taking ownership for queries from first contact to resolution.
- Interacting directly with potential, new and existing clients.
- Processing customer registration, and updating daily visitors register.
- Develop, maintenance and retention of customer relationship.
- Reports generating (Word & Excel)

CALL CENTER EXECUTIVE
(SNUG BOWL CATERING LLC DUBAI)
(Dubai, UAE)

2018-2021

- Informing customers of all the latest products.
- Register customer issue and complaints through calls and forwarding to the concern department as well following up on the status.
- Collect customer feedback and made process changes to exceed customer satisfaction goals.

- Follow communication procedures guidelines and policies.
- Identify customer needs, clarify information and provide proper advice and support to client.
- Answering courteous inbound calls and responding to customer inquiries.
- Handling the all online food delivery platforms (Deliveroo, Talabat, Careem, Zomato, Insta shop)
- Supervising and following up outlet sales with delivery staff.
- Over seeing pricing and stock control and ordering new stock.
- Recording details of comments, inquiries, complaints and actions taken.
- Manage filing, mailing, correspondence and other management tasks.
- Performing other duties assigned by manager.
- Cash handling and PROPER USE OF POINT OF SALE.

BANK CUSTOMER SERVICE EXECUTIVE/RETAIL BANKING
(SUMMIT BANK)
(Pakistan)

2016-2017

- Answer questions about account types and banking products like CDs, money market accounts loans and credit cards including account charges.
- Check on the status of customer accounts and track checks and payments.
- Assisting customer who are victims of theft, fraud, stolen or lost banking cards.
- Handling current and saving accounts deposits and cash, also administrative tasks.
- Preparation of Cash Receipt, Payment & Bank Payment Voucher.
- As teller verify customer identity and financial info before processing transection & remittances.
- Reconcile cash drawer by checking the cash assigned, received, disbursed, count and package coins and currency and turn in any excess or damaged currency to head teller.
- Track, record, report, and store transactional information and special requests.
- Performing administrative tasks, such as answering phone calls and responding to emails.

EMAIL

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Mobile

052-1821746

EDUCATION

BACHELORS OF COMMERCE

NEBOSH IGC LEVEL 3 CERTIFICATE

Visa status: Cancelled

LANGUAGES

English, Urdu, Hindi, Punjabi

PERSONAL DETAILS

Marital Status: SINGLE

Nationality: PAKISTANI

Date of Birth: 15 AUGUST, 1992

Passport No: GJ1519572

SKILLS

MS-Office Applications.

Rapid, adaptive, and solutions oriented.

Call center, Front Desk, and Customer care & Relations

Processing transactions, Cash Handling.

Reception Desk Handling, Guests and Visitors.

Workshop on ethics, code of conduct, and Resilience.

knowledge of Occupational Safety and Health