



MUHAMMAD
BASIT

Customer Service Officer

About

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

Contacts

- ✉ basit.ae@outlook.com
- ☎ +971-54-5419787
- 📍 Bur Dubai, Dubai, United Arab Emirates

Soft Skills

- Communication
- Negotiations
- Tea Leading
- Graphic Designing
- Web Designing
- Data Analytics
- YouTubeing
- Affiliat Marketing
- KYC Analysis
- Bloging
- Programming
- Critical Thinking

Work Experience

- Jun 2023 – Present
ZTech | Dubai, United Arab Emirates
Relationship Officer
Retained and grew portfolio of relationships by performing proactive, mobile and value-adding partnership role. Monitored, followed-up and escalated cases to meet customer response commitments. Worked with clients to address and respond to client and partnership management issues. Facilitated meetings and discussions between clients, sales and delivery teams.
- Dec 2021 – Apr 2023
Al Fardan Exchange | Abu Dhabi, UAE
Customer Service Officer
Addressed customer complaints and mitigated dissatisfaction by employing timely and on-point solutions. Promoted company brand and unique offerings through personalized customer service. Helped large volume of customers every day with positive attitude and focus on customer satisfaction. Provided primary customer support to internal and external customers.
- Feb 2017 – Oct 2021
Spark Group | Dubai, United Arab Emirates
Customer Service Officer
Addressed customer complaints and mitigated dissatisfaction by employing timely and on-point solutions. Promoted company brand and unique offerings through personalized customer service. Helped large volume of customers every day with positive attitude and focus on customer satisfaction. Provided primary customer support to internal and external customers.
- Jun 2014 – Jan 2017
Habib Bank Limited | Wah Cantt, Pakistan
Customer Service Officer
Addressed customer complaints and mitigated dissatisfaction by employing timely and on-point solutions. Promoted company brand and unique offerings through personalized customer service. Helped large volume of customers every day with positive attitude and focus on customer satisfaction. Provided primary customer support to internal and external customers.

Education

- 2022 – present
VIRTUAL UNIVERSITY
 - Master of Science
- 2012 – 2014
PUNJAB UNIVERSITY
 - Bachelor of Science

Skills

OOPS(C/C++, Java, C#, Python)
Data Science & Data Analysis
AWS Data Analytics
Machine Learning (ML)
Deep Learning
Web (HTML, CSS, JAVASCRIPT, PHP)

Languages

English
Urdu
Punjabi

Hobbies

Books Reading
Content Writing
Internet Research
Space Technology

Sports

Cricket
Football
Hockey
Table Tennis
Badminton

Certification

- Digital Marketing by Google, 2023
- Cybersecurity Tools by IBM, 2023
- Ultimate Cloud Infrastructure by Udemy, 2023
- Transforming Tasks with AI by Telecommunication and Digital Government Regulatory Authority, 2023
- Big Data Principle and Practices by Telecommunication and Digital Government Regulatory Authority, 2023
- AWS Certified Data Analytics by LinkedIn, 2023
- Machine Learning with Python by Great Learning, 2023
- Data Visualisation with PowerBI by Great Learning, 2023
- Business Analytics: Marketing Data by National Association of State Board of Accountability , 2023
- Deep Learning by LinkedIn, 2023
- Introduction to Cybersecurity by Coursera, 2023
- Artificial Intelligence and Business Strategy by Project Management Institute, 2023
- Data Engineering Foundation by LinkedIn, 2023
- Data Science Foundation by Great Learning, 2022
- Office Health and Safety by Learnings4u, 2021
- Administrative Support by Learnings4u, 2021
- Social Media in Workplace by Learnings4u, 2021
- Diversity and Inclusion by Learnings4u, 2021
- Performance Management by Learnings4u, 2021
- Archiving and Records Management by Learnings4u, 2021
- Workplace Violence by Learnings4u, 2021
- Android Application Development by Aptech, 2016

Recommendations

- Dr. Abdellah Zaid Abualkihik, Assistant Professor, AUE
- Mr. Ashmate Ghafoor, Branch Manager, AFEX