



Mudassir Kamal

Customer Service Representative

To get an opportunity where I can make the best of my potential and contribute to the organization's growth. Seeking a position in a company where I can launch my career and build a valuable skill set and work in an organization that would facilitate my career advancement, practices integrity, Professionalism and is progressive.

Contact

Phone

0544208677

Email

mudassirkamal36@gmail.com

Address

Abu Shagara Sharjah, UAE

Education

2021 (UAE Verified)

Bachelor (Hons) Tourism Hotel Mgmt
University of Malakand, KPK Pakistan

2017

HSSC Pre-Engineering
BISE Malakand KPK Pakistan

2015

SSC Science
BISE Malakand KPK Pakistan

Expertise

- Customer Services
- Management Skill
- Work Ethic
- Communication
- Leadership
- MS Office

Language

English

Urdu

Hindi

Experience

Feb, 2021 - Feb, 2023

Pakistan Television Corporation Pakistan

Desk Receptionist

Energetic and friendly receptionist with experience providing administrative support and customer service to clients and internal staff. Provides excellent customer service and builds relationships.

- Assists walk-in clients, schedules client appointments, answers phone lines, and helps clients with questions and issues.
- Supports managers with business documentation and professional demeanor at all times.
- Efficiently processes updated client information and payments into database.
- Ability to multitask effectively in a fast-paced environment.
- Maintains a friendly, approachable style to build relationships and work harmoniously with others at all times.
- Technology snapshot: MS Office (including Word, Excel, and PowerPoint), Oracle Calendar, and Internet savvy.

Dec, 2020 - Jan, 2021

Pearl-Continental (Fiver Stars) Hotel Pakistan

Front Desk Assistant

- Worked at various companies needing administrative or receptionist support, such as customer service, scheduling, calendaring, answering phones, mail distribution, greeting customers, travel arrangements, and front office tasks.
- Assisted customers with questions or issues and escalated issues as needed.
- Collaborated with other team members on various projects and customer issues.
- Adept at scheduling appointments and business trips.
- Processed business documentation in a timely manner.

Personal Information

DOB: 17/05/1999
Passport No: AJ4203183
Visa Status: Sponsor Visa
Driving License: UAE Light Vehicle (Inprocess)
Nationality: Pakistan
Martial Status: Single
Religion: Muslim

Certificate Verified

- More then 20 Certificates in the field of Customer Service (Verified from Linkedin Learning)
- Food and beverage Management by università Bocconi verified by Coursera
- Introduction to Food and Health by Stanford University verified by Coursera
- International Organizations Management by University of Geneva verified by Coursera