



MUQADDAS ARFEEN

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CAREER OBJECTIVE

Seeking a challenging position in an organization, where I can utilize my experience to carrying out assigned duties effectively and efficiently and add value to the current services offered to customers.

AL AHALIA MONEY EXCHANGE BUREAU

DURATION: FEB 2015- TO JAN 2023

POSITION DESIRED; CUSTOMER RELATIONSHIP OFFICER

WORKING EXPERIENCE

- ✓ Managed all foreign exchange risks transactions for everyday activities.
- ✓ Developed professional relationships with all clients.
- ✓ Administered all complex transactions for risk issues.
- ✓ Monitored all international payment processes for foreign exchange.
- ✓ Coordinated with trading desk to develop customer base.
- ✓ Provided assistance for all customers for foreign exchange processes.
- ✓ Handling WPS (Wages Protection System)
- ✓ Implemented all foreign exchange activities efficiently

AL SALAMAH INTERNATIONAL TRADING L.LC

DURATION: OCT 2012- To DEC 2014

POSITION DESIRED; MARKETING EXECUTIVE

WORKING EXPERIENCE

- ✓ Organizing market research
- ✓ Arranging promotional events
- ✓ Assessing the results of a marketing campaign
- ✓ Assisting the manager in writing reports and analyzing data
- ✓ Communicating with new and existing clients in a professional manner
- ✓ Have always achieved and crossed stated sales target set.
- ✓ Finding potential loyal customers and ensuring their demand are met

MOBILINK FAISALABAD PAKISTANI

DURATION: APR2010 –SEP 2010

POSITION DESIRED; CALL CENTER REPRESENTATIVE

Duties & Responsibilities:

- ✓ Support and provide superior service via phones, e-mails.
- ✓ Use questioning and listening skills that support effective telephone Communication.
- ✓ Use an effective approach to handle special telephone tasks like call transfers, taking messages, call backs, holds, interruptions, and Unintentional disconnects.
- ✓ Undertake proper verification of the caller based on the standard checklist
- ✓ Understand the impact of attitude in handling calls professionally.
- ✓ Handle inbound and outbound calls effectively

PERSONAL DETAILS

Date of Birth

JAN 26st 1991

Gender

Female

Marital Status

Married

Nationality

Pakistani

Visa Status

Husband visa

Languages Known:

English, Urdu,
Punjabi, Hindi,

Passport Number

EB1984503

- ✓ Effectively deal with job stress, angry callers, and upset customers.
- ✓ Use the most appropriate way to communicate with different behavior Types on the telephone.
- ✓ Apply the proper telephone etiquette to satisfy various customer Situations
- ✓ Identify voice skills and how to enhance a good telephone presentation

NATIONAL CHILDREN HIGH SCHOOL FAISALABAD PAKISTANI

DURATION: JAN2008 –MAR 2010

POSITION DESIRED; TEACHER

Duties & Responsibilities:

- ✓ Prepare objectives and outlines for courses of study, following curriculum guidelines.
- ✓ Meet with other professionals to discuss individual students' needs and progress.
- ✓ Prepare and implement remedial programs for students requiring extra help.
- ✓ Instruct and Lecture Mathematics subjects.
- ✓ Use practical applied examples and demonstrations to help the students understand the course clearly.
- ✓ Collaborate with other teachers and administrators in the development, evaluation, and revision of secondary school programs.
- ✓ Prepare reports on students and activities as required by administration.
- ✓ Meet with parents and guardians to discuss the student progress

U.A.E DRIVING LICENSE

ACADEMIC QUALIFICATION

- ✓ **I.Com Degree, AIMS College of Commerce, Punjab, Pakistan 2012**
- ✓ **Complete Secondary School Certificate 2010**

SKILLS & STRENGTHS

- ✓ Able to work as part of a team or independently with little or no supervision
- ✓ Flexible and can be able to work in a multicultural environment
- ✓ Superb interpersonal skills and exceptional ability towards greater customer satisfaction
- ✓ Excellent communication skills
- ✓ Computer literacy
- ✓ Ability to work under pressure
- ✓ Self-motivated and ability to communicate with other staff and motivate them
- ✓ Problem solving and decision making
- ✓ Good Analytical skill and a Quick Learner
- ✓ Focused on minute details

REFERENCES

Can be provided upon request

DECLARATION

I declare that the information provided above is true and correct to the best of my knowledge.

MUQADDAS ARFEEN