

Muhammad Arshad Jaleel

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Professional Summary

Motivated Customer service professional possessing a strong commitment to quality customer service coupled with superb communication skills. Builds customer loyalty by effectively resolving problems and quickly processing transactions

Skills:

- Proficient in using computers and other office equipment.
- Maintained friendly and professional customer interactions
- Keen to learn and continuously update to improve the personal knowledge.
- Multilingual in English, Urdu/Hindi, Punjabi
- Taking ownership for queries from first contact to resolution..
- Time Management & Team Coordination. Customer service skills.
- Efficient in handling a diverse customer base.
- Manage all day-to-day Tasks timely.
- Cheerful Positive
- Rapid 10-key data entry People-oriented
- Savvy relationship-builder Excellent time management skills

Education:

- Bachelor of Business Administration (Honors) 3.01 CGPA
Hazara University Mansehra KPK Pakistan
- Diploma in Commerce
Board of Technical Education Peshawar Pakistan
- Secondary School Certificate
Board of Intermediate & Secondary Education Abbottabad Pakistan

Certifications:

- First Aid certificate from First Security Group Dubai
- Diploma in Hotel Management
- Basic security guard course from National Security Institute.
- NEBOSH (International General Certificate).
- Received Star of the Month Certificate for best performance.
- Received Job appreciation certificate by Hilton Manager.

Experience & Internships:

Overall, more than 07 years of experience in different fields.

- Currently working at Hilton Ras al Kamiah Beach Resort Ras al Kamiah UAE.
- Cross Exposure in Guest Service in Front Office (Hilton Ras al Khaimah beach resort)
- 2 years working experience at Aman Security Services Ras al Kamiah.
- 2 Years worked at British American Tobacco (BAT) Mansehra Kpk Pakistan.

Personal Information:

Age: 32 Years Nationality: Pakistani
Passport: AN8704832 Visa Status: Residence
Fully Vaccinated in UAE

I hereby admit that the above information is true and correct to the best of my Knowledge.