

MUHAMMAD RUBAB

CLIENT SERVICE



CONTACT

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Al Nahda, Sharjah, Dubai

SKILLS

Video/Photo editor
Graphic Design
Problem solving
Computer Literacy
Project management
Time management
Teamwork
Writing
Organization

EDUCATION

Bachelor of Sciences
University of Gujrat

2020-2022
Adept at managing time effectively to balance studies, extracurricular activities, and personal responsibilities.

Intermediate in Computer Science
Government College

2018-2020
Excellent communication and interpersonal skills, enabling seamless engagement with diverse groups. Eager to leverage my knowledge, dedication

PROFILE

Highly motivated and client-focused professional with 5 years of experience in delivering exceptional customer service and support. Proven track record of building strong client relationships and exceeding expectations. Skilled in resolving inquiries, providing personalized solutions, and ensuring customer satisfaction.

WORK EXPERIENCE

Representative sales executive

- H.K.A Project Services: 2023-Current
- Sales Target Achievement: Develop and implement strategic sales plans to achieve and exceed sales targets. Proactively identify and pursue new leads through various channels, including cold calling, networking, and referrals.
 - Client Relationship Management: Build and maintain strong relationships with clients, understanding their needs and providing tailored solutions. Address client inquiries, concerns, and objections professionally to ensure customer satisfaction.
 - Product Knowledge: Develop a deep understanding of the company's products or services and effectively communicate their features, benefits, and competitive advantages to potential clients.
 - Sales Presentations and Negotiations: Deliver persuasive sales presentations and proposals to prospective clients. Negotiate terms and conditions, pricing, and contracts to close deals while ensuring they align with company policies.
 - Market Research: Stay updated on industry trends, market conditions, and competitors' activities. Use market insights to identify business opportunities and stay ahead of industry developments.

Complaint Officer

- Hafiz Bros Money Transfer 2021-2022
- Complaint Handling: Receive and document customer complaints through various channels, such as phone calls, emails, or in-person interactions. Listen attentively to customers' issues, showing empathy and understanding.
 - Investigation: Thoroughly investigate the nature and details of each complaint to gather all relevant information. Collaborate with relevant departments and personnel to ensure accurate and timely resolution.
 - Problem Resolution: Work diligently to find appropriate solutions to customer complaints, striving for a satisfactory outcome for all parties involved. If necessary, escalate complaints to higher management for further review and resolution.
 - Communication: Keep customers informed about the progress of their complaints, providing regular updates on actions taken and expected resolution timelines.
 - Record Keeping: Maintain comprehensive and organized records of all complaints, including relevant details, actions taken, and outcomes. Analyze complaint data to identify patterns and recurring issues, making recommendations for process improvements.

CERTIFICATES

- From Coursera Technical Support Fundamentals: (Google)
 - From Coursera Introduction to Artificial Intelligence (AI)
 - From Coursera Cybersecurity for Everyone :University of Maryland
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EXPERTISE

- Effective communication is crucial in client service. Being able to listen actively to clients' needs and concerns and articulate solutions clearly and concisely is essential for building trust and rapport.
 - Demonstrating empathy and understanding towards clients' feelings and perspectives helps to create a positive and supportive client experience. Emotional intelligence enables you to navigate through sensitive situations with tact and professionalism.
 - Clients often approach customer service with issues or challenges. Being a skilled problem solver allows you to assess situations quickly, find solutions, and take appropriate actions to resolve problems satisfactorily.
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LANGUAGES

English

Hindi

Urdu

WORK EXPERIENCE

Procurement Assistant

- Rightmove's Company2020 Full Year
- Inventory Management: Assist in maintaining inventory levels and updating inventory records, coordinating with relevant stakeholders to avoid stockouts or excess inventory.
 - Supplier Relationship Management: Build and maintain positive relationships with suppliers to ensure smooth communication, address any issues promptly, and foster a mutually beneficial partnership.
 - Documentation: Maintain comprehensive and accurate procurement records, including purchase orders, RFQs, vendor agreements, and other related documents.
 - Compliance and Regulations: Ensure compliance with organizational policies, relevant laws, and industry regulations in all procurement activities.
 - Cost Analysis: Support in analyzing procurement data to identify cost-saving opportunities and recommend process improvements.
 - Reporting: Generate reports on procurement activities, expenses, and vendor performance for management review.

Cashier/Accountant

- Kings MallJuly-2019
- Customer Service: Greet customers warmly and courteously as they approach the checkout counter. Assist customers with their purchases, answer questions, and address any concerns in a friendly and professional manner.
 - Point of Sale Operations: Operate the cash register or POS system to accurately process customer transactions. Scan items, calculate totals, apply discounts or promotions, and accept various payment methods, such as cash, credit cards, and mobile payments.
 - Cash Management: Handle cash responsibly, ensuring accurate tendering and providing correct change to customers. Reconcile cash drawer at the beginning and end of each shift and report any discrepancies to management.
 - Financial Record Keeping: Maintain accurate and up-to-date financial records, including transactions, accounts payable and receivable, and general ledger entries.
 - Financial Reporting: Prepare timely and accurate financial reports, such as income statements, balance sheets, and cash flow statements, ensuring compliance with relevant accounting standards and regulations.
 - Budget Monitoring: Collaborate with management to develop budgets and track actual performance against budgeted figures. Identify variances and provide analysis to aid in financial planning and decision-making.