



IMRAN SARWAR

☎ 0506913912 ✉ ranazegi@gmail.com 📍 Abu Dhabi

career objective

Dedicated and knowledgeable individual with vast experience providing exceptional customer service to a wide variety of clients. Proven ability to quickly assess customer needs and provide appropriate solutions. Skilled in resolving customer issues, managing customer relations, and providing detailed product knowledge. Committed to streamlining processes to improve customer service efficiency and satisfaction.

skills

- Customer and Client Relations
- CRM Familiarity
- Promotions Programs
- Staff Training
- Report Preparation
- Document Control

experience

Apr 2020 - Present

CUSTOMER RELATIONS EXECUTIVE

Al Ahalia Exchange, Dhabi

- Processed customer data precisely and discreetly, maintaining data protection compliance
- Built and nurtured productive customer relationships through expert account management and proactive communication
- Ensuring transactions are completed in an efficient manner with a high level of accuracy
- Maintains a cash float and follows balancing and reconciling procedures; prepares daily 'End of Day' sheet at the close of each business day
- Open / close branches as required and ensuring all tasks and checks are completed
- Achieved outstanding customer satisfaction through effective time

education

Mar 2013

BACHELOR'S IN BUSINESS MANAGEMENT

ALBEDO SCHOOL OF BUSINESS
MANAGEMENT

management.

Mar 2014 - Mar 2021

DOCUMENT CONTROLLER/ DATA ENTRY OPERATOR

Global Gasses, Abu Dhabi

- Created and maintained company records and used software to review and monitor data
- Implemented strict document control processes, reviewing and auditing user permissions to restrict access to unauthorised documents
- Updated and maintained document management systems and physical files by initiating clean- up campaigns to remove redundant data.
- Maintained document review and approval procedures for confidential or sensitive information, controlling flow of documents
- Sorted, stored and retrieved electronic and hard copy documents for clients and staff from company systems and files
- Utilised computers in organising and distributing documents within organisations, logging document activity for audit purposes.

languages

ARABIC

Intermediate

additional information

AWARDS AND ACKNOWLEDGEMENTS , Monthly top performer consecutively, for customer satisfaction and goal over achieved.

certifications

- International Computer Driving Licence