

Prabin Sharma

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Address: Al Daana, Zone-1, Abu Dhabi, United Arab Emirates (Home)

● ABOUT ME

Highly skilled customer service representative with extensive experience in resolving customer issues and providing exceptional customer care. Proficient in video editing and graphic design, delivering visually appealing and engaging content. Strong attention to detail and ability to multitask, ensuring the highest level of customer satisfaction.

● WORK EXPERIENCE

20/06/2023 – CURRENT Abu Dhabi, United Arab Emirates

TICKET ISSUING CLERK GREEN NEPAL TRAVEL & TOURISM

- Ticket reservations.
- Itinerary planning.
- Customer service.
- Flight booking.
- Fare calculation.
- Hotel reservations.
- Payment processing.
- Baggage handling.
- Travel document verification.
- Tour package recommendation.
- Problem solving.
- Travel insurance assistance.
- Ground transportation arrangements.
- Multilingual communication.
- Ticket rebooking.

09/06/2016 – 28/12/2019 Al Ain, United Arab Emirates

CUSTOMER SERVICE REPRESENTATIVE UAE EXCHANGE

Responsible for performing currency exchange transactions, delivering exceptional customer service, handling cash, maintaining accurate records, promoting additional products or services, complying with regulations, and working collaboratively with the team members.

06/04/2008 – 12/07/2013 Mumbai, India

VIDEO EDITOR/ SOUND EDITOR BALAJI TELEFLIMS PVT.LTD.

- Reviewing and selecting shots.
- Editing footage.
- Sound editing.
- Collaborating with the creative team.
- Enhancing visuals.
- Adding effects and graphics.
- Meeting deadlines.
- Reviewing and updating previous work.
- Voice Dubbing.

- Audio Mixing.
- Voice leveling.

17/02/2007 – 20/04/2008 Mumbai, India

ASSISTANT SOUND EDITOR A.K.FILMS PVT.LTD.

- Audio File Organization.
- Sound Design Implementation.
- Dialogue Editing.
- Sound Effects Editing.
- Foley Editing.
- Music Editing.
- Archiving and Delivery.
- Communication and Collaboration.

● **EDUCATION AND TRAINING**

15/03/2002 – 26/04/2005 Siliguri , India

BACHELOR OF ATS University of North Bengal

Website www.nub.ac.in

● **LANGUAGE SKILLS**

Mother tongue(s): **NEPALI**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2
HINDI	C1	C1	C1	C1	C1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● **DIGITAL SKILLS**

Creative | Technical | Detail-Oriented | Organized | Collaborative | Innovative | Time Manageme | Software Proficiency | Problem-Solving | Adaptive | Cash Handling | Customer Service | Hard Working | Team Work

● **ADDITIONAL INFORMATION**

DRIVING LICENCE

Driving Licence: A2 | 01/08/2014 – 31/07/2033

Driving Licence: B | 01/08/2014 – 31/07/2033

CERTIFICATES

06/06/2006 – 06/03/2007

Computer Hardware & Networking

The study o f various components of a computer such as the CPU, motherboard, RAM, hard disk drive, power supply unit, graphics cards, and other peripheral devices. I t also includes the study of different types of networks, their configurations and protocols used in communication between

devices on the network. The course covers topics such as installing, configuring, and maintaining hardware and software components of a computer system.

Lan & Wan Technologies

Overview of networking concepts, protocols, and technologies used in enterprise-level networks. Network design, installation, configuration, troubleshooting, security, and management of both LAN and WAN infrastructures. Skills and knowledge to build, maintain, and support network environments in various industries.

07/03/2012 – 03/11/2012

Desk-Top-Publishing

Graphic Design Principles.

Typography and Font Management.

Layout and Composition Adobe Creative Suite (InDesign, Photoshop, Illustrator, Coral Draw).

Image Editing and Manipulation.

Print Production and Prepress.

Digital Publishing and Interactive Design.

Web Design and HTML/CSS Basics. Multimedia Design and Integration. Branding and Identity Design.

Project Management for Desktop Publishing. Marketing and Advertising Design. Professional Portfolio Development.