



Muhammad Tahir

PR & Marketing Professional

Burjuman, Dubai UAE

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CAREER OBJECTIVE

I wish to address that, with my present qualification and proven track record, coupled with the challenging work environments I have worked in, have strengthened my confidence to take up any challenging assignment. Given an opportunity, I would put my sincere efforts and experience to contribute positively to achieving the goals of organization by utilizing my skills, potential to the best and grow with clarity.

CAREER SUMMARY

Motivated individual with demonstrated proficiency in marketing industry. Achieved high results in listening to clients, needs, and formulating the tactical action plan to target results. Constantly explores opportunities to further elevate customer loyalty and customer retention. Known for honesty, integrity and a genuine passion for achieving goals for self and others. Superior interpersonal dynamics interface seamlessly with others from all levels, backgrounds and cultures. Respected for maintaining a professional and positive demeanor, regardless of the situation.

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|---------------------------|-------------------------|-------------------------|
| • Strategic Planning | • Corporate Operations | • Project Management |
| • Sales and Marketing | • Effective Influencing | • Resources Management |
| • Revenue Enhancement | • Social Perceptiveness | • Research and Analysis |
| • Relationship Management | • Brand Management | • Business Performance |

EMPLOYMENT EXPERIENCE

Front Line Associate (Teller) | March '2020 – July '2023

AL Fardan Exchange; Sharjah, UAE

Responsibilities:

- Responsible for handling customer financial transactions like deposits, withdrawals, transfers like (TT, DD, WT), FCY sale & purchase and duties like counting cash, answering phones, filing deposit slips and paperwork, managing ATM deposits.
- To know the ins and outs of the bank's systems and policies to promote the bank's services and cross selling the other product line.
- To ensure quality and consistency of services to customers by addressing the concerns that is raised by the customers and follow up to ensure that appropriate actions were taken on customers requests.

Customer Relations Executive | March '2017 – Feb '2020

Al Ahalia Money Exchange Bureau, Dubai, UAE

Responsibilities:

- To provide a total customer satisfaction and maintain outstanding customer relations in carrying out money transactions, remittance services and other requirements that provide valuable benefits to the customers and company.
- Leverage opportunities; evaluate business terms and conduct market, business and opportunity analysis followed by research and analysis for identifying potential prospects.
- Build sustainable relationships and engage customers by taking the extra mile.
- Organizing and supervising various marketing activities being conducted at key labor camps, shopping malls and various potential sites to fetch more business for the organization.

Key Achievements: Attained 1st spot of all the branches & a sharp growth at a rapid pace with consistency.

EDUCATION AND CREDENTIALS

BBA (Hons) with majors in Marketing

2016

National University of Modern Languages, Islamabad
4 years graduate program with 40 courses | **CGPA 3.73**

F.Sc Pre-engineering

2011

Govt. Islamia College Civil Lines, Lahore

COMPUTER SKILLS

- Windows™: (11™, 10™, V™, XP™)
- Microsoft Office™: (Word™, Excel™, PowerPoint™, Project™)
- Internet Navigation & E-mail
- Graphical Programs: Microsoft Photo Draw, Coral Draw, Adobe Photo Shop.
- Hardware: Troubleshooting, Configuring, Assembling and Networking.
- Adobe™

LANGUAGES

- | | |
|--------------------|--------------------|
| • English (Fluent) | • Urdu (Fluent) |
| • French (Basic) | • Punjabi (Fluent) |

PERSONAL DETAILS

Father's name: Muhammad Shafiq
Nationality: Pakistani
Religion: Islam
Visa status: Visit visa

Passport number: CR7126382
Date of birth: 15-01-1993
Marital status: Married
U.A.E driving license holder

PROFESSIONAL REFERENCES

Top notch references available upon request.