

NOMAN NIZAMI

CUSTOMER CARE SERVICE



CONTACT INFO

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OBJECTIVES

Dedicated and experienced customer care professional seeking to utilize exceptional communication and problem-solving skills to provide outstanding service and support to customers. Proficient in handling cash transactions, processing payments accurately, and resolving customer inquiries. Seeking to leverage proven skills and expertise to contribute to the success of a dynamic retail team.

EDUCATION

MSC Degree in International
Relations from **NUML University**

SKILLS

Excellent **Communication skill**
Strong **problem-solving** abilities
Multitasking and **prioritize** task
effectively
Proficiency in **MS Office & POS**
System

LEADERSHIP

I received that award for **Best Relationship Manager** from my organization for providing good services and suggestions to clients. I had provided the best solutions to the clients for their special events and received the positive feedback from them.

EXPERIENCE

[2018 to 2019]

Customer Care Representative • Islamabad, Pakistan • Giga Mall

- Assisted customers in selecting products that best meet their needs.
- Handled cash transactions and processed return and exchanges
- Addressed customers concerns and issues to management when necessary
- Maintained a clean and organized work environment to enhance the customer's experience.
- Received positive feedback from customers for providing exceptional service.

[MAY 2019 to 2023]

Event Management • Relationship Manager • Rafay Events

- 4 years of experience in client dealing and Relationship manager
- Proven ability to communicate with clients and resolve issues in timely manner
- Strong interpersonal skills and focus on building positive relationship with clients
- Proficient in using CRM software and tools like MS Excel, MS PowerPoint, MS Word
- Ability to work well under pressure and can handle stress very well in a fast-paced environment

