



Sarwat Jabeen

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Customer Service | Sales & Marketing | Hospitality

Dynamic and results-driven professional with a proven track record of exceeding sales targets and delivering exceptional customer experiences. Adept at leveraging strong communication skills and product knowledge to address customer inquiries and resolve issues effectively.

Skilled in promoting hotel services and amenities, maximizing revenue potential through upselling techniques. Demonstrated ability to collaborate effectively with team members to streamline processes and enhance overall efficiency. Committed to upholding the highest standards of excellence and dedicated to creating memorable experiences for customers and guests.

Areas of Expertise

- Client Relationship
 - Customer Services
 - Complaint Resolution
 - Cash Handling & POS
- Microsoft Office suite
 - Sales and Marketing
 - Product Knowledge
 - Communication Skills
- Attention to Detail
 - Problem-Solving
 - Team Collaboration
 - Conflict Resolution

Career Experience

- Sales & Customer Services Representative**
Canvas Hotel

Feb 2024 - Present
Dubai, UAE

Recognized for consistently meeting and exceeding sales targets while providing exceptional customer service, enhancing overall guest experience and satisfaction.

 - Successfully upsold hotel services and amenities to customers, increasing revenue by 20%.
 - Resolved customer inquiries and concerns promptly, maintaining a high level of customer satisfaction.
 - Demonstrated strong product knowledge to effectively address customer needs and promote hotel offerings.
 - Collaborated with team members to streamline booking processes, improving efficiency.
 - Utilized CRM software to maintain accurate customer records and preferences, optimizing future interactions.
- Cashier | Hostess**
Five Hotels & Resorts

May 2022 - Feb 2024
Dubai, UAE

Consistently delivered exceptional customer service in a fast-paced retail/restaurant environment, ensuring seamless guest experiences. Successfully maintained accurate cash handling and POS transactions while collaborating with team members to uphold workspace cleanliness and organization.

 - Provided exceptional customer service in a fast-paced retail/restaurant setting.
 - Ensured a smooth and efficient guest experience through effective communication and organizational skills.
 - Collaborated with team members to maintain cleanliness and organization of the workspace.
- Customer Service Representative**
Jamal Hotel

Dec 2021 - Apr 2022
Gilgit, Pakistan

Provided personalized and welcoming service to address customer inquiries and concerns, contributing to a positive overall guest experience.

 - Delivered personalized service to address customer inquiries and concerns.
 - Assisted in resolving guest issues and providing information about hotel amenities and services.
 - Collaborated with team members to ensure a positive overall guest experience.
 - Handled reservations and check-in/check-out procedures with accuracy and efficiency.
- Sales Associate**
Oriflame

Sep 2021 - Jan 2022
Gilgit, Pakistan

Successfully exceeded sales goals by effectively connecting with customers to identify their needs and preferences. Utilized strong product knowledge to educate customers and drive sales, contributing to team success through dedication to customer satisfaction.

 - Exceeded sales goals by effectively promoting products and providing tailored recommendations.
 - Utilized product knowledge to educate customers and drive sales.
 - Built and maintained positive and lasting relationships with customers.
 - Contributed to team success through strong work ethic and dedication to customer satisfaction.

Education

BS Physics, 2021
Karakoram International University (KIU), Gilgit, Pakistan