

# MAMOONA SIKANDAR

CUSTOMER SERVICES REPRESENTATIVE

📍 Sharjah, AE, Sharjah, United Arab Emirates  
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## + ABOUT ME

Eager to join your team as a customer service specialist, leveraging my adept problem-solving and organizational talents to enhance customer contentment. My swift adaptability and proficient multitasking promise immediate, valuable impact.

## + SKILLS

Communicated With Customers Through Various Channels.

Communicated And Coordinated With Colleagues As Necessary.

Ensured Customer Satisfaction And Provided Professional Customer Support.

Gained Knowledge Of Telecommunication Industry & Preferably Hands On Experience Of Backend Operations Of 3 To 4 Years.

Positive Attitude, Effective Listening, Goal-Oriented, Product Knowledge, Problem Solving

Computer Skills

Proficient In CRM Software, Proficient In Sabre, Galileo.

## + LANGUAGES

English

Urdu

Hindi

## + PERSONAL DETAILS

Date of birth  
08 Oct 1988

Nationality  
Pakistani

Visa status  
Husband Visa

Marital status  
Married

## + WORK EXPERIENCE

- City School PVT  
Ajman, AE  
ADMISSION OFFICER

APR 2024 - PRESENT

  - Organizing and filing of recruitment documentation.
  - Accepting and filtering student applications.
  - Assessing applications according to our eligibility criteria.
  - Processing student registration and payment
  - Communicate with applicants about their application status, including acceptance/rejection.
  - Responding to information requests.
  - Participating in (or delivering) info sessions if needed.
- Mataflax Media LLC FZE  
Ajman  
CUSTOMER CARE REPRESENTATIVE

MAY 2021 - AUG 2021

  - Organized and scheduled meetings and appointments.
  - Maintained client's directory.
  - Provided necessary information to clients via telephone and E-mail.
  - Handled administrative duties such as filing, typing, copying, binding, scanning etc.
  - Maintained up to date employee leave record.
  - Greeted and assisted visitors to the office.
  - Built and maintained professional relationships with clients.
- Faremakers Travel Channel Int'l (Pvt.) Ltd  
Lahore  
CUSTOMER CARE REPRESENTATIVE

JAN 2018 - APR 2020

  - Researched, explored and studied different travel destination options. Researched destination and travel prices, customs, weather conditions, reviews etc.
  - Researched and studied clients' specifications and wishes.
  - Suggested suitable travel options that best suite clients' needs.
  - Booked tickets, reserved accommodation, organized rental transportation. Informed clients and provide useful travel material.
  - Built and maintained relationships with client.
- Pakistan Mobile Communications Limited-  
JazzWarid  
Lahore  
EXECUTIVE MASS RECOVERY OFFICER

JUN 2014 - NOV 2017

  - As a Mass Recovery Executive, responsible to handle all requests and complaints related to Jazz network for back office.
  - Timely handled and completed of all requests and complaints along with their permanent resolution.
  - Reported to the Team Lead Of Mass Recovery where required.
  - Achieved Customer endorsement feedback.
  - Maintained a positive, empathetic and professional attitude toward customers at all times.
  - Respond promptly to customer inquiries.
- Punjab College Lahore Cantt  
Lahore  
BACHELOR OF COMMERCE

2014
- Private Lahore Cantt  
Lahore  
INTERMEDIATE-FA

2008
- Cantt Model High School Lahore Cantt  
Lahore  
HIGHER SECONDARY SCHOOL

2005