



Jaffar Bin Ghulam Building
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Ajman - UAE

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themnsyed@gmail.com

Visa Status
(Employment Visa)

Languages

Urdu ★★★★★
English ★★★★★
Hindi ★★★
Arabic ★★

Professional Skills

Excellent Communication Skills
Public Dealing
Problem Solving Attitude,
Adaptable, Dedicated
and Committed
Hard Working, Punctual
Quick Learner

Personal Info

Father Name : Talib Saleem
Date of Birth : 12 January, 1990
Religion : ISLAM
Marital Status : Married
Nationality : Pakistani

Passport Details

Passport No : AH9005734
Place : Karachi, PAKISTAN
Date of Issue : 08 Aug, 2023
Date of Expiry : 06 Aug, 2033

Muhammad Nabeel

Customer Service Representative

Objective

Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company that focuses on customer satisfaction and customer experience.

Education

2012

Karachi University



(B.COM) Bachelor in commerce

Work Experience (United Arab Emirates) *Since 2014*

March 2023 – Present



Cupola Teleservices (CTS)

Project: RTA 8009090

Contact Centre Agent

- Consistently maintaining a positive attitude towards customers with different backgrounds and temperaments and enjoying helping them.
- Answering customers' calls to assist them for their inquiries and providing FCR for their problems.
- Call back to customer for CBA, call back request or assigned by team leaders or manager when required by the department.
- Providing information to individuals and companies for new or renew vehicle registration, driving license, ROW/AMS & parking Permits and NOC for commercial transport activity.
- Assisting customers for their vehicle change of ownership, transfer certificate, export certificate, possession certificate, vehicle ownership certificate and driving experience certificate.
- Helping customer for their parking fines, Impounding fines, blocked fines, warrant or violation on traffic file, Black points fine on driving license in order to pay or dispute.
- Creating service enhancement request, complain case, grievance case or adding into escalation queue if first call resolution is not available.
- Creating phone call activity in CRM with detailed description for each and every interaction with customers.
- Attending daily shift handover, completing task and daily quiz for any changed, updated or new information.
- Writing emails to team leaders, quality team leaders or information team to highlight discrepancies in procedure or information for customers' convenience and better serving.
- Following breaks schedule as assigned while performing shift and maintaining KPI according to organization's quality and standard operating procedure.
- Cooperatively work with team to produce and deliver required work.

March 2018 – March 2023



LuLu International Exchange

Front Line Associate (FC Cashier)

- Prepare customers' transactions by using YOM & other online products (i.e. Western Union, Money Gram, Transfast, Ria Money Transfer).
- Buying and selling Foreign Currencies with respective margin, authorize all cash movements, prepare payments and receive vouchers, verify all cash balance in branch at closing time and prepare funding for next day.
- Utility bill payments (i.e. ADDC, Etisalat, Du, Ezetop)
- Generate MPN for deposits and disbursed salaries to employees of registered WPS companies.
- Follow SOP'S new circulars and maintain daily register and files.
- Up selling new or on-going promotions and offers at the counter and perform marketing activities whenever required.
- Perform all other duties and responsibilities as assigned.

June 2016 – January 2018



Al Tamy Cargo Packaging Services

Customer Service Representative

- Provide assistance to passengers to manage their baggage allowance.
- Represent the brand XPLORA to passengers to sale its travel bags and accessories.
- Set display of the unit with XPLORA products with attractive skills.
- Handle cash & credit transactions of wrapping and xplora unit.
- Order required products for unit and return damages to store.
- Record inventory regarding daily inwards and outwards.
- Monthly stock inventory of available products at the unit.
- Maintain daily sale, expense and miscellaneous reports.
- Follow standard operating procedure at work place as described by the airport authorities.

September 2014 – May 2016



Landmark Hotels & Suites

Supervisor Housekeeping

- Assign workers their duties and inspect work for conformance to prescribed standards of cleanliness.
- Check rooms and common areas, including stairways, lifts and lobby area, for cleanness.
- Investigates complaints regarding housekeeping service and equipment, and take corrective action.
- Inventories stock to ensure adequate supplies.
- Prepare reports concerning room occupancy & department expenses.
- Issue supplies and equipments to workers.
- Send and receive staff laundry, room linen, and guest laundry.
- Organize duty roaster, training and performance appraisal based on semi and yearly performance of staff.

Work Experience (Pakistan)

July 2013 – November 2013



Meezan Bank Limited

Officer ADC (Alternative Distribution Channel)

- Answer phone calls professionally of bank account holders, customers & non-customers for their inquiries.
- Provide details and assistance related to account status such as account balance, transactions, stop payment, cheque bounce etc.
- Assist customers for inquiries of deposit accounts, term certificates, consumer finance, corporate finance & profit ratios etc.
- Provide online resolution for customers' complaints or log complaints according to TAT if FCR not available.
- Debit card activation or block cards in case of lost or stolen.
- ATM (Automated Teller Machine) monitoring.

February 2012 – July 2013

Sheikh & Sheikh Pvt. Ltd

Accountant

- Stock inventory of local & imported products.
- Daily sales & distribution reports.
- Maintain customer & party ledgers.
- Market credit, cash, cheques, accounts receivable and other accounts' particulars analysis ledgers.
- Maintain bank reconciliation statement for all accounts of company to analyze balance according to the statement issued by bank.
- Prepare employees' salaries, advance, loan etc.
- Company profit & loss statement on monthly basis.

Achievements & Certificates

RTA (Roads & Transport Authority)

Bravo Champion - Jan. Feb - 2024 & Best CSAT Score Mar - 2024

Bravo Champion - 1st Runner Up - Aug. Sep. Oct - 2023

Landmark hotels & suites

Promoted as Supervisor Housekeeping from room attendant in six months having joined.

Altamy Cargo Packaging services

Promoted as CSR from wrapping machine operator in four months.

Lulu International Exchange

Promoted as Foreign currency cashier.

Certificates by I Grow LMS (Lulu Group's online Training Academy)

AML & CFT Fraud Awareness

Information Security Awareness

Effective Cash Handling

Customer Service Excellence

Risk Management

Global Currency

References

Will be provided on demand