



SHAFIK MUTYABA

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Objective

I am highly driven, Customer service personnel conscious, master mind seeking a full-time position in customer service where I can lend my knowledge of developing analytics to help your organization improve on prospects and discover new leads as long as adding on my pipeline, I am self-motivated, dynamic, passionate and committed. To grow with the company for highest goals and sales

Experience

- DNATA-EMIRATES GROUP** 2018,04 - 2024,03
CUSTOMER SERVICE EXECUTIVE
CUSTOMER SERVICE (DUBAI, UAE)
Answering passengers' questions prior to their flights and destination
Handling inbound and outbound calls and emails for passengers
Building strong relationships amongst clients.
Working in check-in area, boarding gates, transfer gates and on-ramp area
Issuing boarding pass and airticket for passengers.
Directing clients to the boarding gates and check-in areas for their destination.
Responsible for the safety of passengers and their baggage.
Verifying travel documents, like Visa, passport, boarding pass, airticket.
Handle cash from ticket sales in accordance with company procedure.
 - Meet and greet customers and provide a highly visible and proactive level of customer service.
 - When dealing with customers, ensure that matters are handled tactfully and sensitively as appropriate and strictly follow the guidelines, procedures and instructions of the organisation.
 - Comply fully with procedures and instructions, instructed as part of the certified training and instruction.
 - Enforce safety procedures and instructions and carry out necessary procedures to ensure selling of airticket and company products and responsible for the increase of sales.
Handling customer's complaints and follow to solve the matter.
Frontline customer service management.

- **EMIRATES EXCHANGE**

2016 JAN, - 2018,FEB

CASHIER

CUSTOMER SERVICE OFFICER /TELLER

Monitoring all money transfers regardless
account transfer or cash pickup,

Handling WPS, CREDIT CARDS, ACCOUNT
PAYMENTS, CURRENCY EXCHANGE,

Cooperating with my staffs to meet our targets
and goals as well as increasing new leads,
providing better services to customers.

To make sure that i create strong relationships
amongst clients so that i add on my pipeline
line.

Handling customer's complaints and follow to
solve the matter.

Frontline customer service management.

Developing strong relationships by helping and
directing some clients how to create accounts
and bank their money and priceless
commodities with our bank.

Transfer money in different vertical of the world
and solving the problem of the branch.

Responsible on increasing sales and customer
satisfaction.

Opening new accounts for the clients

Education

- **KYAMBOGO UNIVERSITY**

2018

BACHELOR DEGREE/BUSINESS MANAGEMENT

3.84

Skills

- Problem solver,communication skills, essential customer service and cooperation with staffs professionally in the field of communication with strong experience in inventory management followed by MSEXCEL (Word, presentation) skills that makes me perfect fit for the advertised job. Team player, SOFTWARE up, HTML and programming. Typing skills

LANGUAGE

- ENGLISH -EXPERIMCED
ARABIC-INTERMEDIATE
HINDI.-INTERMEDIATE