



Muhammad Junaid Asim

Results-driven professional with 7+ years of experience in customer service, sales management, and HR, seeking a challenging role in the hotel industry. Skilled in team leadership, talent acquisition, employee relations, and performance management, I'm passionate about delivering exceptional service and driving operational success.

✉ asimjunaid847@gmail.com

📍 Dubai, UAE

📞 0547067709

🌐 [linkedin.com/in/muhammad-junaid-asim-05572a16b?utm_source=share&utm_campaign=share_via&utm_content=profile&utm_medium=android_app](https://www.linkedin.com/in/muhammad-junaid-asim-05572a16b/?utm_source=share&utm_campaign=share_via&utm_content=profile&utm_medium=android_app)

WORK EXPERIENCES

Customer Service Executive

Joyalukkas exchange

01/2024 - Present,

Achievements/Tasks

- **99.9% Accuracy Rate:** Processed currency exchange transactions with precision, adhering to UAE financial regulations.
- **25% Increase in Customer Satisfaction:** Delivered exceptional service, fostering strong client relationships and resolving issues promptly.
- **95% Compliance Rate:** Ensured adherence to anti-money laundering (AML) regulations and UAE Central Bank guidelines.
- **20% Growth in Remittance Services:** Promoted additional services, meeting customer needs and driving business growth.
- **98% Customer Retention Rate:** Built strong relationships, providing up-to-date information on foreign exchange rates and services.

Sales Manager

AMAFH Commercial Brokers Llc

05/2023 - 12/2023,

Achievements/Tasks

- **95% Proficiency in Financial Product Knowledge:** Gained in-depth understanding of credit cards and personal finance products.
- **90% Leadership & Team Management:** Successfully led and motivated sales teams to achieve sales targets.
- **90% Emotional Intelligence:** Improved self-awareness, empathy, and social skills.
- **85% Problem-Solving & Adaptability:** Developed ability to analyze problems and adapt to changing situations.

HR Executive

Hotel Nine Tree

02/2018 - 12/2022,

Achievements/Tasks

- **92% Employee Training & Development:** Conducted comprehensive training on policies, safety regulations, and HRIS systems.
- **90% Benefits Administration:** Administered benefits programs and addressed employee inquiries
- **99% Compliance & Regulatory Affairs:** Ensured adherence to local, state, and federal employment laws.

HR Officer

The Bank of Punjab

12/2017 - 01/2018,

Achievements/Tasks

- - Recruitment and selection processes (95%) - Employee onboarding and training (90%) - Performance management and evaluation (85%) - Compliance with labor laws and regulations (92%).

EDUCATION

Master in Public Administration

GC University Faisalabad

07/2017 - 07/2021,

SKILLS

- 1. Hospitality Management
- 2. Recruitment & Onboarding
- 3. Room Management
- 4. Food & Beverage Service
- 5. Event Planning & Coordination
- 6. Employee Relations
- 7. HRIS & Payroll Systems

CERTIFICATIONS

Postgraduate Diploma in Hotel Management

Enhanced my expertise in hospitality operations, revenue management, and customer service excellence. Developed strategic management skills, leveraging industry trends and best practices.

Diploma in tourism and Hotel management

Gained comprehensive knowledge and skills in tourism and hotel operations, including hospitality management, travel industry dynamics, and customer service excellence.

LANGUAGES

English, Urdu and Punjabi

Full Professional Proficiency

INTERESTS

Enhancing Guest Experience

Hotel Operations Management

Hospitality Technology Integration

Staff Development & Training

Quality Assurance & Control

Cultural Diversity & Awareness