

Zakir Ur Rehman ذاكر الرحمن

Contact: 00971 56 588 1564

E-mail: zakirurrehman318@gmail.com

Customer Service Executive

Front Face, Pro Services, Call Center
Operations, Back office, Team Member



Cover Letter

I am excited to apply for the customer service position at your esteemed company. My experience in the field and my passion for customer satisfaction make me an excellent candidate for the role. In my previous role at Backoffice FZE LLC, I handled customer inquiries and resolved any issues. through my excellent communication skills and attention to details. I consistently achieved a 98% customer satisfaction rating, as measured by post-interaction surveys. Furthermore, I reduced customer complaints by 30% by implementing a new system streamlined communication and ensured the timely resolution of issues.

I am confident that my strong customer service skills and track record of surveys would make me an asset to your team. Thank you for considering my application.

OBJECTIVE:

To acquire a challenging career in a world-class organization where I can apply my academic potential and job experience of my past career better to my new service, which will result in both organization and personal growth on a positive note.

EXPERIENCE DIGEST

More than 5 years' experience in the field of Customer Service, Operations, Back office work in different national & multinational organizations, including Sales (B2B, Retail, Direct Sales) in multinational financial companies.

Freelance Experience

More than 4 Years of freelance experience in the field of Public Relation Officer services
Complete knowledge of the Labor & Immigration Visa process,
Govt. department work related to DED, AMER, TAHSEEL, TAHDEED etc.
Employment partner Investor visa issues & cancelation process.

AREAS OF EXPERTISE

- | | | |
|--|--|--|
| <input type="checkbox"/> Customer Service | <input type="checkbox"/> Supervising | <input type="checkbox"/> Sales processes |
| <input type="checkbox"/> Back office support | <input type="checkbox"/> Building relationship | <input type="checkbox"/> PRO Services |
| <input type="checkbox"/> Sales (B2B, B2C) | <input type="checkbox"/> Admin Assistant | |

TRAININGS

- | | | |
|---|--|--|
| <input type="checkbox"/> Customer Service | <input type="checkbox"/> Branch Operations | <input type="checkbox"/> Sales processes |
| <input type="checkbox"/> Team Building | <input type="checkbox"/> CASA (Banking) | <input type="checkbox"/> FMU Systems |
| <input type="checkbox"/> Service Quality | <input type="checkbox"/> Basic Banking | <input type="checkbox"/> Product develop |

UAE Experience Details

تفاصيل تجربة دولة الإمارات العربية المتحدة

BackOffice FZE LLC **باك أوفيس ذ.م.م** **(Customer Service Shared Pool)**

Job title: Customer Service Executive

Duration: Dec 2020 to till date in

- Handling customer service front, phone, email and other social networks.
- Greeting customer & manage customer expectation around issues.
- Handling inbound & outbound calls in multiple campaigns.
- Provide well-mannered customer service
- Provide excellent customer service and follow company compliance.
- Achieved and performed multiple jobs in the customer service in shared pool category.
- Conduct observations and listing in exercise to assess individual staff's customer service skills and identify area for improvement, coaching & trainings.
- Handling multi banks commodities on DMCC platform as DMCC client

For Ref

Mr. Muhammad Islam (Senior Operation Manager)
Ms. Mittal (Human Resource Department)

Finance House PJSC **شركة دار التمويل ش.م.ع** **(Customer Sales & Service)**

Job Title: Personal Finance Officer

Duration: April 2020 to Aug 2020

- Personal finance & credit card selling
- Generate leads through cold calling or Tele-calling.
- Doing cross-sale cards & personal loans.
- Handling top-up finance.
- Buyout Other banks liabilities.
- Doing a loan without a salary transfer.
- Prospecting, follow up & make new relationships.
- Responsible for meeting sales goal

For Ref

Mr. Muhammad Imran (Senior Operation Manager)
Ms. Anju (Human Resource Department)

Reason for Leaving: **Discontinue of service due to COVID 19**

Freelance: from 2019 to till date in

PRO Services: Visa process, New & Renewal, from Offer letter to Contract submissions.
Emirates ID, Medical Absconding, Family visa, Partner or investor Visa, Spouse Visa
Immigration & Labor department services.

Home Country Experience

تجربة الوطن الأم

Summit Bank Limited

(Personal banking Officer)

Job title: Personal Banking Officer (Branch Banking)

Duration : (July 2017 to January 2019)

- Front facing customer service
- Build and improve the quality of business relationships with customer and collect deposit.
- Handling all quires between the branch and the central processing unit (CPU).
- Handling Walk-Inns with new & existing clients and solving their queries.
- Handling all services regarding remittance
- Responsible for meeting sales goals.
- Managing product sales growth and individual sales effectiveness by reviewing schedules and drove significant sales increases.
- Doing Auto Finance and CASA.
- Handling multi-product sales. Credit Card, Personal Finance Bank assurance,

For ref in Summit:

- ☐ Mr.Asad Wazeez Ali (Area Manager/RBM) 0092 322 200 9404
- ☐ Mr. Muhammad Usman (Branch Manager) 0092 322 200 9423

Siddigeez Group

(Customer Service & Sales)

Mobiles, Electronics & Home Appliances.

Job title: Sales Supervisor (Outlet & Kiosk

Duration: (May 2009 to November 2013)

- Handling branch sales.
- Manage stock & inventory.
- Handling Walk-Inns with new & existing clients and solving their queries.
- Identified target companies for B2B Sales and key decision makers
- Managed product sales growth and individual sales effectiveness by reviewing schedules drove significant sales increases.
- Selling mobile phones & connections B2B, B2C.
- Doing outdoor service to increase product sales.

CERTIFICATES & ACHEIVEMENTS

- Certification in branch office and Operations works in branch Banking.
- Sales on Boarding Program in CITI BANK UAE
- NJI Life foundation certificate for Course on Client Relationship
- Workshop on Business Generation through product & services in Summit Bank
- Workshop on Improving customer service through personal grooming & profession etiquettes in Summit Bank.
- Foundation course on life & investment plan in NJI life.

Personal Information:

Religion : Islam
Education : Bachelor
Father Name : Naseem Ur Rehman (late)
Visa Status : **Family Sponsored Visa**

Languages:

☐ English (Fluent) ☐ Urdu (Native) ☐ Hindi (Excellent)

Technical and Computer Skills:

Hardware & software installation
Troubleshooting
Internet & Social Media Platforms

Qualifications**BA 2019**

Political Science, Islamic Culture, History
University of Sindh

Intermediate 2010

Civics, Islamic Studies
Board of Intermediate Karachi

Secondary Education 2008

Board of Secondary Education Karachi

Self-Motivated Team Player Supervising Skills Well Trained