

# UMAD SALEEM

## SALES AND CUSTOMER SERVICE SPECIALIST

📍 UNITED ARAB EMIRATES

✉ umadsaleem@gmail.com

☎ +971561434991

### PROFILE INFO

Highly skilled Sales Representative with expertise in customer service, administrative tasks, and front-desk operations. Proficient in increasing sales and fostering client relationships. Committed to contributing my skills and experience to drive organizational success in a competitive environment.

### PROFESSIONAL SUMMARY

Results-driven Sales and Customer Service Specialist with over 5 years of experience in sales, client relations, and front-desk operations across the travel, healthcare, and retail industries. Skilled in using platforms like Amadeus for seamless booking management and delivering exceptional customer experiences. Proven ability to increase off-season sales, build lasting client relationships, and optimize operational efficiency. Adept at handling administrative tasks, problem-solving, and working collaboratively to drive business growth in competitive environments.

### EDUCATION

2017-2020

**BRILLIANZ EDUCATION**

- Bachelors in Business Administration

2005 - 2017

**PAKISTAN ISLAMIC SCHOOL**

- Commerce

### SKILLS

- Project Management
- Public Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking
- Sales & Marketing
- Business Growth
- Office 365
- Customer Service
- Interpersonal Relationships
- Amadeus

### LANGUAGES

- English (Fluent)
- Urdu (Fluent)
- Arabic (Basics)
- Pubjabi (Intermediate)

### WORK EXPERIENCE

**Wonder Care Holidays**

April 2024 - Present

Sales Representative

Increased off-season sales through proactive client outreach and engagement. Proficient in Amadeus and other ticketing platforms for efficient booking and itinerary management. Managed hotel reservations, tours, and travel packages to ensure exceptional customer experiences. Built strong client relationships and optimized sales strategies to drive business growth.

**NMC Provita International Medical Center**

May 2020 - November 2023

Front Desk Receptionist & Customer Satisfaction

Entering patient data on Oracle software, scheduling appointments and maintaining patient records, handling billing information, assisting telepatients, performing other admin and clerk duties, encouraging customer satisfaction, facilitating and guiding patients and processing requests. - Handling of JCIA preparation accreditation and CARF.

**7MD Store, Abu Dhabi**

February 2018 - March 2020

Store Manager

Dealing with customers to solve conflicts, managing sales and handling transactions, arrangement of display products, maintaining software's and conducting regular quality checks for smooth operations, keeping track of inventory and newly placed orders

### REFERENCES

To be provided upon request