



## Contact

### Phone

WhatsApp: +971566472363

### Email

muhammادتamoorjan@gmail.com

### Address

Dar al Salam Building, Room 401,  
Salah-al-Din Station, Deira Dubai, UAE.

## Education

2017 - 2019

### B.Sc. in Computer Science

The Islamia University Bahawalpur

2015 - 2017

### Intermediate in Computer Science

The Punjab College of Commerce &  
Computer Sciences

2017

### Diploma in Computer Applications (DCA) 1 Year

Punjab Skills Development Council,  
Ministry of Federal Education, Lahore

## Expertise

- Customer Service & Support
- Communication & Interpersonal Skills
- Time Management & Problem Solving
- MS Office (Excel, PowerPoint, Word)
- Basic IT Troubleshooting
- Record-Keeping & Documentation
- Cash Handling & POS System

## Language

- English: Fluent (Written & Spoken)
- Urdu: Native
- Punjabi: Native

# M. Tamoor Jan

Customer Service Representative | Customer Support

Experienced Customer Service Professional with over 3 years of expertise in handling customer inquiries, problem resolution, and administrative support. Skilled in handling customer accounts, maintaining accurate records, and providing excellent service through multiple communication channels. Proficient in Microsoft Office, documentation, and time management, with a strong ability to multitask in fast-paced environments. Fluent in English, Urdu, and Punjabi, seeking a Customer Service role in the financial or retail sector.

## Experience

### ● Mar 2023 - Jul 2024

Najm Bilal Information Technology Network Services - Dubai

#### Customer Service Representative

- Managed customer inquiries via telephone, email, and in-person interactions.
- Ensured professional communication to meet customer needs and resolve complaints efficiently.
- Maintained accurate customer records and documentation.
- Consistently met and exceeded customer satisfaction and quality assurance targets.
- Assisted in administrative tasks related to customer accounts and service follow-ups.

### ● May 2022 - Jan 2023

Amazon Logistics - Dubai, UAE.

#### FC Associate - Problem Solver

- Researched and extracted data to better understand customer issues and service-related problems.
- Collaborated with multiple departments to ensure smooth workflow and resolution of customer concerns.
- Reduced average handling time for customer inquiries by 20%, demonstrating strong multitasking and problem-solving skills.
- Assisted with maintaining accurate service records and documentation.
- Managed multiple simultaneous projects with high efficiency.

### ● Jan 2021 - Apr 2022

Tolou al Qamar Documents Clearing Services - Dubai, UAE.

#### Customer Service Representative

- Assisted customers in understanding document requirements, fees, and application processes.
- Maintained accurate records of customer transactions and service documentation.
- Worked closely with PROs (Public Relations Officers) and internal teams to ensure efficient document processing.
- Ensured customer satisfaction by providing accurate and timely information.

## Technical Skills

- Database Management: Basic SQL.
- Microsoft Office: Advanced Excel, PowerPoint, Word.
- Customer Service Tools: CRM Software.
- Communication Platforms: Email, Telephone, Fax.