



Muhammad Usman Naseer Ahmed

ID: 784-1994-3354290-1 | **Work permit:** Emirati (United Arab Emirates) |

Date of birth: 15/06/1994 | **Place of birth:** Jeddah, Saudi Arabia | **Nationality:** Pakistani |

Sex: Male | **Phone:** (+971) 526598002 (Mobile) | **Email:** usmanaseer200@gmail.com |

LinkedIn: in/usman-naseer-18458b144/ | **Whatsapp Messenger:** 971526598002 |

Address: Transguard camp 7 near parco stop, jabel Ali, industrial state, 202152, Dubai, United Arab Emirates (Home)

ABOUT MYSELF

Dedicated customer care representative with experience in answering questions, fixing problems, and offering individualized assistance. Proven ability to solve problems and communicate effectively, along with a history of providing outstanding customer service and developing a loyal customer base.

WORK EXPERIENCE

TRANSGUARD GROUP LLC – DUBAI, UNITED ARAB EMIRATES

Address Transguard camp7, near Parco stop, Jabel Ali industrial state, Dubai, United Arab Emirates

SECURITY GUARD – 29/10/2023 – CURRENT

Being a security guard the major job responsibilities are:

1. Greeting employees or customers
2. Checking visitors in and out
3. Securing assigned posts
4. Monitoring and Surveillance
5. Access Control
6. Incident Response
7. Patrolling and Inspections
8. Reporting and Documentation
9. Enforcing Rules and Regulations
10. Providing Assistance*:

Additional Responsibilities*

1. Security Equipment*:
2. Confidentiality
3. Maintenance of computers & Records
4. Relations with Subcontractors

DIGITAL PRIMA SYSTEM – LAHORE, PAKISTAN

Address The 4th floor the Enterprize building, next to uniform factory, Thokar naiz baig, Lahore, 2nd floor, Civic center, Bahria town phase 4, Rawalpindi, 46220, Lahore, Pakistan

PATIENT SUPPORT & SOFTWARE SECURITY EXECUTIVE – 20/08/2020 – 20/09/2023

Being a patient support executive main key Responsibilities are:

1. Ensured comprehensive security for patient accounts, safeguarding personal and sensitive data in compliance with privacy regulations.
2. Managed patient support for individuals with skin-related conditions across 40 states, providing timely and empathetic assistance.
3. Coordinated appointment scheduling and rescheduling between patients and healthcare providers, optimizing the consultation process.
4. Delivered appointment details and insurance information to patients via phone, enhancing their access to medical care.

5. Operated a helpline to offer guidance on healthcare services and products, contributing to customer education and support.
6. Addressed and resolved customer complaints efficiently, maintaining high standards of service quality.
7. De-escalated situations involving frustrated or upset customers by providing friendly and effective service solutions.
8. Directed calls to appropriate departments or personnel, ensuring smooth internal communication and customer satisfaction.

OPTIMUM SOLAR ENERGY – LAHORE, PAKISTAN

CUSTOMER SERVICE OFFICER – 10/06/2018 – 19/10/2019

- Key Responsibilities

1. Customer Inquiries: Respond to customer inquiries via phone, email, or in-person, providing information on solar energy products and services.
2. Sales and Upselling: Promote solar energy solutions to customers, identifying opportunities to upsell or cross-sell relevant products or services.
3. Account Management: Manage existing customer relationships, ensuring customer satisfaction and resolving issues promptly.
4. Product Knowledge: Stay up-to-date on solar energy products, services, and industry developments to provide accurate and informed support to customers.
5. Issue Resolution: Troubleshoot and resolve customer complaints or issues related to solar energy systems, products, or services.
6. Data Management: Maintain accurate records of customer interactions, sales, and other relevant data.
7. Collaboration: Work with internal teams, such as sales, installation, and maintenance, to ensure seamless customer experience.

Soft Skills

1. Excellent communication and interpersonal skills
2. Strong problem-solving and conflict resolution skills
3. Ability to work in a fast-paced environment
4. Customer-focused mindset
5. Adaptability and flexibility

Technical Skills

1. Knowledge of solar energy products and services
2. Familiarity with CRM software or similar tools
3. Basic understanding of sales and marketing principles

● **EDUCATION AND TRAINING**

16/10/2018 – 20/03/2019 Lahore, Pakistan

DIPLOMA IN GRAPHIC DESIGNING The House of Professionals

Website <https://hopinternational.org> | **Level in EQF** EQF level 5

20/06/2015 – 10/04/2019 Lahore, Pakistan

BACHELORS OF BUSINESS ADMINISTRATION Minhaj University Lahore

Address Minhaj University Lahore, Township Lahore, Pakistan, 54600, Lahore, Pakistan | **Website** <https://www.mul.edu.pk/en/> |

Field of study Management and administration | **Level in EQF** EQF level 6

15/10/2012 – 11/10/2015 Toba Tek Singh, Pakistan

INTERMEDIATE IN COMPUTER SCIENCE Punjab Group of College

Website <https://pgc.edu> | **Field of study** Computer use | **Level in EQF** EQF level 4

● **LANGUAGE SKILLS**

Mother tongue(s): **URDU** | **PANJABI; PUNJABI**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	B1	B1	A2	A2	A1

● SKILLS

Mircrosoft power point | Mircrosoft Excel, | maintain data entry requirements | maintain records of clients' prescriptions | Time Management: | computer technology | use communication and collaboration software | supervise data entry | have computer literacy | communication skills | understand spoken English

● HOBBIES AND INTERESTS

Sports and Fitness

Running and juggling before day start
Enjoying to play football and badminton in evening times.

Social and Community

Enjoy doing:

1. Team sports, such as cricket, basketball, and football
2. Volunteering
3. Positions of leadership in groups or clubs.

Software and tools interaction and learning

Trying to explore new software and trying best to see how they function

Video Gaming

Video gaming (strategy and puzzle games), specially which enhances problem-solving skills, hand-eye coordination, and teamwork abilities.