

MUHAMMAD BASIT



Customer Service Officer

Muroor 31, Abu Dhabi, UAE | +971-54-5419787 | basit.ae@outlook.com

PROFILE SUMMARY

To obtain an entry-level information technology position with Brighton Company where I can utilize my proficiency in IT systems and experience with information extraction to benefit the organization's IT department.

PROFESSIONAL SKILL

MS Office	PHP
Database	HTML/CSS/JS
C/C++	C Sharp
Java	Data Science
Machine Learning	Artificial Intelligence

TECHNICAL SKILL

YouTubing	SEO
Affiliate Marketing	SMM
Email Marketing	Telemarking
SMS Marketing	Team Leading
Critical Thinking	Innovative Thinking

EDUCATION

Master of Science in Mathematics 2021 – present

University of Sargodha, Pakistan

Shows respect for teachers and peers. Treats school property and the belongings of others with care.

Bachelor of Science in Mathematics 2012 – 2014

University of Punjab, Pakistan

Shows respect for teachers and peers. Treats school property and the belongings of others with care.

WORK EXPERIENCE

Customer Service Officer Dec. 2021 – present

Al Fardan Exchange, Abu Dhabi, United Arab Emirates

- Manage large amounts of incoming phone calls
- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/customer service team sales targets and call handling quotas
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents

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Customer Service Officer

Feb. 2017 – Oct. 2021

Spark Sole Proprietorship, Dubai, United Arab Emirates

- Monitor the operation and security of all computer hardware and ensure that it is operating properly
- Serve as a primary contact for all servicing of computers, printers, etc.
- Maintain a sufficient inventory of all office and computer supplies
- Maintain all hardware and software logs updated as per departmental working procedures
- Maintain the documentation of all hardware configuration and inventory
- Maintain the documentation of the telephone system configuration and all MPT lines
- Understand all the department working procedures and perform the related tasks as described

IT Consultant

Jan. 2016 – Jan. 2017

Habib Bank Limited, Wah Cantt, Pakistan

- Monitor the operation and security of all computer hardware and ensure that it is operating properly
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IT Consultant

Sep. 2014 – Dec. 2015

United Bank Limited, Wah Cantt, Pakistan

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LANGUAGES

English
Urdu

Arabic
Punjabi

SPORTS

Cricket
Football
Table Tennis

Hockey
Badminton
Net Ball
