

Samina Faiz

Sharjah - United Arab Emirates

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PERSONAL PROFILE

Father's Name: Mohammad Faiz (Late)

Civil Status: Married

Nationality: Pakistan

Visa Status: Residence (Husband Sponsor)

Driving License: UAE

SKILLS

- Excellent Communication
- Customer Services
- Multitasking, Computer Operating
- Customer needs assessment
- Understand the importance of providing excellent service, to maintain customer satisfaction, create trust, and generate business returns
- Prospecting and Networking Skills

EDUCATION

- Bachelor of Arts (B.A)
Baha ud din Zakariya University
Pakistan
- Higher Secondary School (Intermediate)
Pakistan
- Secondary School (Matriculation)
Pakistan

TECHNICAL SKILLS

- Familiar with Computer and can operate both SQL & Windows based software's, MS Office.
- Familiar typing and have approx. 35 WPM.
- Have extensive customer liaison experience.
- Familiar and well versed with latest techniques related to sales and solving problems.
- Comfortable with Internet and can operate outlooks.

PROFESSIONAL SUMMARY

I am an efficient customer-focused professional seeking an opportunity where I can use my excellent customer service skills, outstanding communication skills and have knowledge of money exchange & transfer systems and products to help solve customers' issues

Personable customer service professional offering years of experience resolving account and service concerns for customers, smoothly uncovered and challenges while promoting company products and maintaining loyal, satisfied customers, focused on surpassing expectations and driving team success.

Certificate in IATA Passenger Ground Services **MNR Talent and Skill Development Institute- Dubai UAE**

- Knowledge about Airline & Airport Operations
- Theoretical knowledge of Computer Reservation System (CRS) & Departure Control System (DCS) functions
- Passenger & Baggage check-in procedures (airport & off-site)
- Conditions of Passenger & Baggage carriage, boarding procedures & flight close-out messaging
- Knowledge of Dangerous Goods regulations awareness for passenger service agents
- Managing Passenger Interactions – Customer Service Skills
- Aviation Security Procedures for Passenger & Baggage transport
- Knowledge of types of Check-In, CUSS, CUPS, CUTE

PRACTICAL EXPERIENCE

COZMO TRAVEL (AIR ARABIA) SHARJAH - UAE

May 2019 to Dec 2019

Travel Consultant

- Responsible to booking tickets according to the requirements of the Passengers
- Familiar with the software's operating for the institution, COX & KINGS (Galileo & Amadeus) Knowledge Abacus / Galileo & Saber
- Effective communicator quick understanding of clients needs and capable of making recommendations accordingly.
- Preparing and following the fortnight wise / weekly statements as per system required
- Responsible to coordinate with the staff for issuance the tickets and collections
- Responsible customer services during duty hours as well when Needed, Handling counter sales, visa etc. Ensuring all booking and reservations are processed accurately.
- Providing all required information to the client regarding travel routes.
- Good understanding of the routine transactions during ticket booking and processing
- Responsible to all telephone, emails enquiries and reply promptly from partners / directors / travel coordinators. Researching travel options and processing best deal in terms of requirements of customer regarding reservation.

LANGUAGES

English: Read, Write & Speak Excellent
Urdu/Hindi: Read, Write & Speak Excellent
Punjabi: Read, Write & Speak Excellent
Arabic: Read, Write

HOBBIES/SOCIAL/OTHER ACTIVITIES

Interested in watching news, games and documentaries, surfing on internet, reading books

ATTEND WORKSHOPS AND SEMINARS

Attend anti money laundering seminar in Dubai arranged by Wall Street Exchange (Agent Western Union).

LEELA MEGH EXCHANGE L.L.C - U.A.E.

Branch Head Dec 2016 to Sep 2017
Assistant Branch Manager Jun 2016 to Nov 2016
Due to my excellent performance during my probation period the Management promoted me as Branch Head after successfully completion of my probation period with LM Exchange.

- Responsible for branch operations smoothly as per instructions by the Management to achieve the branch targets to increase through No. of remittances wise and revenue wise.
- Monitor and control staff activities within the branch.
- Foreign currency dealing according to the branch needs.
- Arranging staff duty schedules according to the availability
- Preparing staff revenue target accordingly for achieving Branch revenue target.

FIRST GULF BANK - U.A.E.

May 2015 to Feb 2016

Customer Services Executive

- Provide guidance and information on application requirements
- Convincing customers for Balance Transfer And Quick Cash
- Review and check applications for Banking products
- Provide guidance and information on application requirements
- Maintain Booking Request details into database
- Retrieve and present required information.
- Convincing customers to buy related to banking products
- Maintain customer information such as name, and payment method and enter bookings into computers. Update Request names, amounts, Bookings on time.

EMIRATES NBD DUBAI - U.A.E.

Customer Services Executive Aug 2014 to Feb 2015

- Communicating with people outside the organization, Representing the organization to customers, the public Government and other external sources
- Obtain customer information such as name, address, and Payment method and enter orders into computers.
- Record names, addresses, purchases, and reactions of Prospects contacted.
- Obtain names and telephone numbers of potential customers From sources such as telephone directions, magazine reply cards, and lists purchased from other organizations.
- Telephone or write emails to respond to correspondence from customers or to follow up initial sales contacts
- Maintain records of contacts, accounts, and orders.

ABER GROUP - U.A.E.

AL DHAFRA EXCHANGE PSC - UAE

May 2012 to May 2014

Customer Services Executive/Supervisor

- Responsible customer services during shift hours, attending customer complaints.
- Perform day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Uploading daily remittance report file in Central Bank system
- Fill out business or government forms for submission different authorities.
- Maintain records, reports and files for staff, customers and agents.