

Waqas Javed

Customer Service Representative

Dedicated Customer Service professional in account , aviation and medical department with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results.



Employment History

Customer service representative at Etihad Airlines Abu Dhabi Airport (Outsource by Transguard LLC, Abu Dhabi)

JANUARY 2023 – PRESENT

- Front Desk handling
- Dealing with customers
- Greeting customer's
- Provide information regarding queries
- Check in , check out
- Boarding
- Documents verification
- Data Entry
- Printing pass , scanning documents
- Maintain customer's confidentiality

Cashier at Emirates Group Security (outsource by Transguard), Dubai

DECEMBER 2020 – DECEMBER 2022

- Cash Management
- Foreign Currency Management
- Scanning, printing ,and reporting
- Data entry
- Cash telling
- Handling cash telling machines
- CPS software and machines

Details

Abu Dhabi, United Arab Emirates
0529581317
waqas.jf17@gmail.com

Skills

Excellent Written and verbal communication skills

Excellent computer , emailing , Scanning, printing & typing skills

Excellent customer handling skills & able to work under extreme pressure

Excellent in computer applications & Data Entry

Punctuality, Commitment, accountability and good team worker

Excellent Customer Service Skills with customers satisfaction and confidentiality

Having positive attitude with best Negotiation Skills to deal angriest customer

Multitasking Skills with smooth processing

- Maintain vault
- Reporting
- Creating logs
- Maintain cash drawer
- Email and phone handling

Languages

English

Urdu , Hindi

Punjabi

Arabic

Receptionist , Cashier at United Bank Limited , Chakwāl Punjab

FEBRUARY 2019 – OCTOBER 2020

- Front Desk handling
- Meet and greet with customers
- Answering the calls
- Cash telling and payouts
- Account opening
- Deposit cash
- Cheque management
- Remittance handling
- Foreign Currency exchange
- Reporting , scanning, printing

Senior Floor Receptionist at Shifa international hospital Islamabad , Islamabad

JUNE 2011 – APRIL 2018

- Front Desk Handling
- Welcome to Guest
- Offering services
- Data entry
- Registration
- Cash handling
- Phone inquires and emails

Education

Bachelor degree at Allama Iqbal Open University, Islamabad

MARCH 2010 – MAY 2013

Courses

Basic Life Support, Fire safety, Basic Aide at Shifa International hospital

SEPTEMBER 2016 – AUGUST 2017