

Fatima Zahra

Abu Dhabi , UAE

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Personal Details

- Date of Birth : 29/04/1995
- Nationality : Pakistani
- Gender : Female

Objective

An enthusiastic, dedicated and versatile person with an outstanding academic background and excellent attitude to work. Highly motivated with strong communication and organizational skills. I possess excellent verbal skills and can relate to a wide range of people. I'm talented at maintaining guests satisfaction, resulting in customer retention and loyalty as well as increased revenue.

Education

- **Al fajr International school** 2015
O / A levels
Highschool
- **Punjab college Johar Town** 2016
Intermediate
- **University Of Central Punjab** 2018-2022
Bachelor's In English Language
- **University Of The Punjab** 2023
Certified Social Media Marketing Course

Experience

- **Oddyseey Travel and tours** Sep / 2022 - Till date
Customer service representative
Customer service representative
 - Assist the business to achieve the sales target
 - Provide first level contact and convey resolutions to customer issues
 - Providing administrative support
 - Answer and accurately assess incoming telephone calls and e-mails regarding travelling while demonstrating a pleasant and professional manner in compliance with quality guidelines
 - Build sustainable relationships and trust with the customers through open and interactive communication
 - Communicating with the tour guides, local guides, drivers and other staff for a smooth operation of the trip
 - Handle customer complaints, provide appropriate solutions and alternatives within the time limits
 - Collecting payments from the clients and handling incidental cash transactions during the trip
 - Ability to multi task, prioritize and manage time effectly
- **Capital international educational society school** March 2022 - August 2022
English language teacher
 - Asses and look after 50+ students progress through the term
 - Planning and working with the other staff so the work is efficiently planned and coordinated
 - Creating informative worksheets for the students
 - Giving lecture and guiding student through interactive lessons

Skills

- Conflict resolutions
- Team manage
- Superior customer services

- Excellent speaking skills
- Good written skills
- Customer satisfaction
- Social media marketing

Activities

- Content Writing Freelancing Reading Books Watching Documentaries over the weekends

Languages

- English
- Urdu / English