

SOBIA ISMAIL



CONTACT

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☎ 0545710187

📍 International city morroco l 16 flat
no 103

PERSONAL DETAILS

Date of Birth : 12/7/88

Nationality : Pakistani

Emirate ID : 784-1988-8346431-9

Declarations : As per my detail is accurate.

SKILLS

Sales Leadership Teamwork
Creativity. Interpersonal
Communication. Critical Thinking.
Problem Solving. Public Speaking.
Customer Service. Teamwork.
Communication. Collaboration.
Accounting. Active Listening.

ACHIEVEMENTS & AWARDS

Ms office. Words, excel, PowerPoint

OBJECTIVE

To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills. Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

EXPERIENCE

Sharaf exchange

August 2021 - 0.00.2023

Customer sales executive

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. Follow communication procedures, guidelines and policies. Take the extra mile to engage customers.

- Ability to Communicate Clearly With the Customer. ...
- A Positive Attitude. ...
- Be Patient. ...
- Customer Service Agents Determined to Serve.
- Foreign exchange cashiers **process cash transactions from clients in national and foreign currencies.** They provide information on the conditions and exchange rates for buying and selling foreign currencies, make deposits of money, record all foreign exchange transactions and check for money validity.
- Wps process responsible for processing and receiving payments and issuing receipts to customers as they leave with their purchases new registration of employees.
I am handling international transactions through wups service.
Currency exchange all types as I am main cashier.
Company registration also through EDD process.

Mandhoor trading llc

1/11/2020 - 01/08/2021

Supervisor

- Setting goals for performance and deadlines in ways that comply with company's plans and vision.
- Organizing workflow and ensuring that employees understand their duties or delegated tasks.
- Monitoring employee productivity and providing constructive feedback and coaching.

EDUCATION

Federal university Karachi

2015

Bachelor of commerce, Bachelor of education

B+

Karachi University

2017

Bachelor in B. Ed

3.2

Sindh University

2019

Masters of economics

3

REFERENCE

As per request - ""

ADDITIONAL INFORMATION

SOBIA ISMAIL