

CUSTOMER SERVICE PROFESSIONAL

AQIB HASNAIN

Objective: *“Passionate about building effective relationships and providing exceptional customer services. Seeking for a position that enables me to win people’s heart by serving them through my unique customer services skills. Build and maintain business relationship with clients by providing prompt and accurate service so as to promote customer loyalty.”*



Contact Card:

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Address: INTERNATIONAL CITY DUBAI, UAE

Date of Birth: 9th Oct 1999

Nationality: Pakistan

Marital Status: Single

Passport Number: NG6800481

Knows English, Urdu , Hindi

WORK EXPERIENCE:

Customer Service Professional at RT TECH Solutions Dubai UAE (JULY 2022-Present)

I am serving as a Sales Incharge and Customer Service Professional at RT TECH Solutions Dubai UAE where I am responsible for following tasks:

1. Made a record sales for the company exceeding the targets for the year 2022 and 2023
2. Meeting with 50+ customers daily, with duties including signing up new customers, retrieving customer data, presenting relevant service information.
3. Increased customers base by 10% providing superior customer service.
4. Rated #1 in Customer service by praising from my manager in this role.
5. Working in compliance with high customer service standards and company practices.
6. Utilizing interpersonal communication skills when engaging with customers.
7. Confidently meeting with customers face to face.
8. Trained the new Customer Sales Agents on the services knowledge and selling techniques.

Client Relations Executive at SAPPHIRE BOUTIQUE ISLAMABAD (DEC 2018 –JAN 2021):

I served as a Sales Incharge and Client Relations Executive at SAPPHIRE BOUTIQUE ISLAMABAD where I was responsible for following tasks:

1. Ensuring that all the customers coming for shopping receive 100% customer satisfaction.
2. Manage with team of customer service associates and lead weekly discussions to set sales goals as individual and as a team.
3. Developing trust relationship with customers by providing all relevant information about products.
4. Communicate directly with customers on the floor and ensure their shopping experience is pleasant, productive and memorable and mediate with any situation that may have escalated.

5. Managing multiple customers simultaneously and identifying opportunities for improvement of customer service.
6. Developed long term relationship with customers gaining their full satisfaction.

PROFESSIONAL SKILLS

1. MS Office: MS Word/Excel/Outlook/Power-point
2. Software's: Installation and configuration of other important Software.
3. Typing Master.
4. Languages: C, C++, Assembly language.
5. Adobe Photoshop and Web Designer.
6. Able to work under pressure, Team work, Energetic, Responsibility in duty.
7. Excellent Communication and Interpersonal skills
8. Results oriented in fast paced environment
9. Analytical approach / Quick learner / Enthusiastic
10. Multi-tasking and flexible for working hours

EDUCATIONAL QUALIFICATION

2018, FSC Pre-Engineering, (Higher Secondary School Certificate)
Wings Science & Commerce College Chakwal Pakistan
Grade: 73.8%

2016, SSC (Secondary School Certificate),
Government High School No 1 Chakwal Pakistan
Grade: 79.6%

KEY CUSTOMER SERVICES SKILLS

Communication Skills:

I am a confident speaker and I can produce memorable Power-point presentations and reports at grasping new technical concepts quickly and utilize the same in a productive manner.

Team Player:

I stand as a sapient team player who can work under minimum supervision and have worked in task groups on assignments and final year project. This enabled me to develop skills in team working and team leading.

Problem Solving Skills:

I have dealt with a wide range of issues which enabled me to have good problem solving skills.

Management Skills:

I have taken MTO (Management Trainee Officer Course) and also I have exhibited the finest of my management skills during the assigned projects and have proved not as a Team Leader but a manager and leader. This certified me on all the functions of Management including Planning, Organizing, Leading and Controlling.

REFERENCES TO BE SUPPLIED ON REQUEST