



# Muhammad Shahzad

## Business Administration Graduate

Innovative problem-solver fueled by curiosity, Self-motivated professional offering over 3 years of working experience in sales/customer service and in the field of accounts. Dedicated to turning challenges into opportunities and committed to pushing boundaries for transformative outcomes in a multicultural environment.

## Contact

### Phone

+971509042136

### Email

shahzadnawaz801@gmail.com

### Address

Abu Dhabi (Mussafah Shabiya)

## Education

2019-2023

**BBA Finance**

NUML, Islamabad 2019-2023

2016-2018

**Intermediate in Commerce**

FG Model College for Boys

Islamabad

## Expertise

- Cash Handling
- Customer Support
- Accounts Management
- Ms Excel
- Records Maintenance
- Book Keeping
- Cold Calling
- Complaint Handling

## Language

English

Urdu

Arabic

## Experience

○ 2020 - 2023

### Customer Services Representative

#### WORK Telemarketing

- Addressed customer complaints and mitigated dissatisfaction by employing timely and on-point solutions.
- Promoted company brand and unique offerings through personalized customer service.
- Maintained customer satisfaction while addressing customer needs and resolving concerns
- Assisted call-in customers with questions and orders.
- Responded to customer calls and emails to answer questions about products and services.
- Processed customer service orders promptly to increase customer satisfaction.
- Opening or closing tasks to facilitate smooth team operations.

○ 5/2022- 12/2022

### Pakistan Services Limited

#### Accounts Executive

- Income Record Keeping of day-to-day transactions.
- Maintained Invoices and sorted them.
- Created cheques for credit purchases and Reconciled bank Accounts.
- Used Accounting Softwares FX Finance & IDS.

○ 10/2023 - 12/2023

### Pearl Continental Hotel And Resort

#### Internship As Student

- Delivered clerical support by handling a range of routine and special requirements.
- Reported back to instructor to receive day-to-day tasks and responsibilities.
- Interacted with customers by phone, email, or in-person to provide information.
- Sorted, organized, and maintained files.
- Answered and transferred incoming telephone calls, taking messages for various staff