



Usama Zafar

- CUSTOMER SERVICE EXECUTIVE AND FINANCIAL OPERATIONS EXPERT

SUMMARY

Highly motivated and experienced Customer Support Executive with [4 years] of proven success in delivering exceptional customer service. Skilled in handling a diverse range of customer inquiries, complaints, and technical issues with tact and professionalism. Proficient in utilizing CRM software to streamline customer interactions and enhance customer satisfaction. Demonstrated ability to collaborate effectively with cross-functional teams to resolve complex issues and improve processes. Certified in anti-money laundering regulations and customer service excellence. Possess strong communication skills, adaptability, and a results-driven mindset. Ready to leverage expertise to contribute to organizational success and drive sustainable growth.

WORK EXPERIENCE

Customer Service Executive | Lulu International Exchange, Dubai April 2021 - Present

Key Responsibilities:

- Highlight your ability to communicate clearly and professionally with customers to understand their needs and provide appropriate solutions. Mention any experience you have in handling inquiries, complaints, or feedback.
- Promote and sell products and services, such as gold cards and special offers, to enhance customer satisfaction and increase revenue.
- Address customer complaints promptly and effectively, resolving issues to maintain customer loyalty and satisfaction.
- Process orders and provide information about the organization's products and services, ensuring customers are well-informed and satisfied.
- Perform administrative tasks including filing, data entry, and organizing storage to ensure efficient operations.
- Collaborate with team members to achieve departmental goals and target.

Key Achievements:

- Consistently achieved high customer satisfaction ratings, receiving positive feedback from customers for excellent service delivery.
- Successfully upsold products and services, contributing to a significant increase in revenue for the organization.
- Implemented efficient complaint resolution procedures, reducing complaint resolution time.
- Played a key role in training new team members, ensuring smooth onboarding and high performance standards within the team.

CONTACT

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PERSONAL INFO

- Date of Birth: 25/12/1998
- Nationality: Pakistani
- Marital Status: Single
- Driving License: 4462024

EDUCATION

Intermediate

- Institution: Sir Syed Science Collage
- Passing Year: 2016

LANGUAGES

- Urdu: Native
- English: Professional

WORK EXPERIENCE

Front desk office |Hotel Akbar International, Pakistan April 2019 - Sep 2019

Key Responsibilities:

- Warmly welcoming guests upon arrival and providing them with information about the facility, services, and amenities.
- Efficiently managing the check-in and check-out process, ensuring accuracy in guest information and payment processing.
- Providing excellent customer service by addressing guest inquiries, requests, and complaints promptly and professionally.
- Phone calls and responding to emails in a timely and courteous manner, directing inquiries to the appropriate department or personnel.
- Performing various administrative duties, such as maintaining guest records, processing payments, and preparing reports/ratios.

Key Achievements:

- Implemented new customer feedback system, resulting in an increase in customer satisfaction scores.
- Streamlined check-in and check-out processes, resulting in reduced wait times for guests and improved efficiency at the front desk.
- Implemented strategies to maximize room occupancy and revenue, such as managing room inventory effectively and reducing instances of overbooking.
 - Developed and delivered training programs for front desk staff, resulting in improved performance, higher customer service standards, and increased employee satisfaction.
 - Played a key role in resolving a major customer complaint, resulting in positive feedback and customer retention.

Housekeeping coordinator| Copthorn hotel, Sharjah Sep 2019 - March 2021

Key Responsibilities:

- Create and manage work schedules for housekeeping staff, ensuring adequate coverage to meet operational needs while adhering to labor laws and budget constraints.
- Assign cleaning tasks to housekeeping staff based on room occupancy, guest requests, and special instructions from management
- Conduct inspections of guest rooms and public areas to ensure cleanliness, sanitation, and compliance with hotel standards, promptly addressing any deficiencies or issues.

Key Achievements:

- Implemented a comprehensive training program for housekeeping staff, resulting in a 20% increase in productivity and a noticeable improvement in guest satisfaction scores within three months.
- Additionally, developed and implemented a streamlined scheduling system that reduced overtime costs by 15% while ensuring optimal staffing levels during peak periods.
- This achievement showcases your ability to improve operational efficiency, enhance guest experience, and effectively manage resources—all of which are valuable skills for a housekeeping coordinator role.

COURSES & CERTIFICATIONS

Customer Service Excellence.

- Institution: Global Learning & Development Academy
- Duration: May 2023

Advanced Customer Service Training

- Institution: Lulu International Exchange
- Duration: October 2021

Anti-Money Laundering Seminar (AML)

- Institution: Lulu International Exchange
- Duration: October

SKILLS

- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Advanced knowledge of accounting principles and practices
- Skilled in financial analysis and reporting
- Experience with customer relationship management (CRM) software
- Familiarity with anti-money laundering (AML) regulations and compliance
- Proficiency in data entry and database management
- Knowledge of human resource management principles and practices
- Strong understanding of business administration concepts
- Excellent communication skills, both verbal and written
- Strong problem-solving abilities and analytical thinking
- Team player with the ability to collaborate and contribute to group projects
- Exceptional attention to detail and accuracy
- Proactive and self-motivated approach to tasks.