



JULIAN GEORGE

CUSTOMER CARE EXECUTIVE/CASHIER

To become a part of a dynamic group where I could further explore the skills and capabilities, which I gained in the whole working career and in present job experience, and to serve in a challenging work environment with equally vast opportunities of career development based upon achievements results.

Contact

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United Arab Emirates

Profile

Pakistani

English,Urdu

Male

Employment Visa(Until May 24, 2024)

Education

Graduation: B.COM

Intermediate: Arts

Matric: Science

Expertise

- Sales and Marketing
- Cash Handling
- Microsoft Tools(Word, Excel, PowerPoint)
- Problem Solver
- Decision Maker
- Teamwork
- Time Management
- Leadership

Experience

- CASHIER** Oct 2023 - Present
Iran Pavilion | Global Village, Dubai, UAE
 - Manage transactions with customers using cash registers.
 - Scan goods and ensure pricing is accurate collect payments whether in cash or credit.
 - Issue receipts, refunds, change or tickets.
 - Count and verify cash at the beginning and end of the shift.
 - Provide customers with accurate receipts for their purchases.
 - Verify and confirm the details of the transaction on the receipt.
- CUSTOMER CARE EXECUTIVE** JAN 2020 - MAY 2023
M&P Express Logistics | Karachi, Pakistan
 - Handle customer inquiries, complaints, and issues related to logistics services.
 - Provide timely and effective resolution to customer concerns, ensuring customer satisfaction.
 - Monitor and track the status of shipments, providing real-time updates to customers.
 - Communicate any delays, issues, or changes in delivery schedules proactively.
 - Maintain regular communication with clients to ensure a clear understanding of their logistics needs.
- TEAM LEADER** DEC 2016 - AUG 2017
World Wide Trade Call Center | Karachi, Pakistan
 - Lead and supervise a team of customer service representatives or call center agents.
 - Provide guidance, support, and mentorship to team members.
 - Monitor and evaluate the performance of team members against key performance indicators (KPIs).
 - Conduct regular performance reviews and provide constructive feedback.
- CUSTOMER SERVICE ADVISOR** FEB 2012 - FEB 2016
Milk and Honey Gourmet Grocery | Palm Jumeirah, Dubai
 - Handle customer inquiries through various channels, including phone calls, emails, and live chat.
 - Provide accurate and timely information to customers regarding products, services, orders, and policies.
 - Assist customers in resolving issues, concerns, or complaints efficiently.
 - Work to find solutions that meet both customer needs and company policies.
 - Process customer orders, ensuring accuracy and completeness.
 - Track and update customers on the status of their orders, including shipping and delivery information.