

MUHAMMAD BASIT

Relationship Officer

+971564906779

basit.ae@hotmail.com

basit.ae@outlook.com

Dubai



EXPERIENCE

Relationship Officer

ZTech (HSBC)

05/2023 - 12/2023 Uae

- Develop and maintain long-term relationships with clients by understanding their needs and preferences
- Provide outstanding customer service by addressing client inquiries, resolving issues, and offering appropriate solutions
- Maintain accurate records of client interactions, transactions, and feedback
- Identify opportunities to cross-sell or up-sell company products and services to existing clients
- Assist in achieving sales targets by promoting relevant products and services to clients
- Participate in team meetings and training sessions to stay informed and improve skills.
- Work closely with other departments to ensure a seamless customer experience.

Customer Service Officer

Al Fardan Exchange

12/2021 - 04/2023 Al Fardan Exchange, UAE

- Identify opportunities to cross-sell or up-sell company products and services to existing clients
- Respond promptly to customer inquiries via phone, email, chat, or in person
- Escalate complex issues to the appropriate department or supervisor when necessary
- Ensure accuracy in order entry and update customer records as needed
- Update customer information and ensure data accuracy in the system
- Stay informed about industry trends, market conditions, and competitor activities
- Work closely with other departments to ensure a seamless customer experience.
- Participate in team meetings and training sessions to stay informed and improve skills.

Customer Service Officer

Spark Group

02/2017 - 10/2021 Uae

- Provide outstanding customer service by addressing client inquiries, resolving issues, and offering appropriate solutions
- Identify opportunities to cross-sell or up-sell company products and services to existing clients
- Report recurring issues and provide suggestions for process enhancements
- Update customer information and ensure data accuracy in the system
- Maintain accurate records of client interactions, transactions, and feedback
- Develop and maintain long-term relationships with clients by understanding their needs and preferences
- Prepare reports on customer service activities and performance metrics.

SUMMARY

As a dedicated and results-oriented Customer Service Representative, I aim to leverage my exceptional communication skills and problem-solving abilities to enhance customer satisfaction and drive operational efficiency. With a proven track record of delivering high-quality service and building strong customer relationships, I seek to contribute to a dynamic team where I can utilize my expertise in resolving issues, providing accurate information, and ensuring a positive customer experience.

LANGUAGES

English

Proficient



Arabic

Beginner



Urdu

Native



Punjabi

Native



SKILLS

Customer Satisfaction

Critical Thinking

Analytical Skills

AML

Compliance

EDD

CDD

ODD

Excel

Data Analyst

Data Analytics

PASSIONS



Cricket



Football



Table Tennis



Badminton

EXPERIENCE

Customer Service Officer

Habib Bank Limited

📅 07/2014 - 01/2017 📍 Pakistan

- Ensure accuracy in order entry and update customer records as needed
- Assist in achieving sales targets by promoting relevant products and services to clients
- Regularly communicate with clients to ensure their satisfaction and address any concerns promptly
- Stay informed about industry trends, market conditions, and competitor activities

EDUCATION

Master of Science

Virtual University

📅 Date period 📍 Location

- Major in Mathematics

Bachelor of Science

Punjab University

📅 04/2012 - 06/2014 📍 Location

- Major in Mathematics

MY TIME



STRENGTHS

✓ Leadership and Representation

As an Aptech Ambassador in 2016, I developed strong leadership and representation skills, effectively promoting Aptech's values and programs within my educational institution. This role required initiative, public speaking, and the ability to inspire and engage peers.

✓ Digital Marketing Expertise

Through my work on a social media marketing project in 2013, I gained valuable experience in creating and executing digital marketing strategies. My strengths in this area include content creation, audience engagement, and data-driven decision-making.

✓ Communication Skills

Both my ambassador role and marketing project involved extensive communication, whether through organizing events, interacting with students, or engaging with audiences online. I excel at conveying information clearly and persuasively.

TRAINING / COURSES

Digital Marketing by Google

Data Science from Great Learning

AWS Certified Data Analytics by LinkedIn

Project Management by LinkedIn

VOLUNTEERING

Aptech Ambassador

Aptech

📅 07/2016

In 2016, I had the privilege of serving as an Aptech Ambassador. This role involved representing Aptech at my educational institution, promoting its courses, workshops, and events. I organized various activities, such as seminars and coding competitions, and collaborated with peers and faculty to enhance the reach of Aptech's programs. Through this experience, I developed my leadership, communication, and event management skills.

PROJECTS

Library Management System

📅 2009 - 2010

In 2009 to 2010, I worked on a college project focused on developing a library management system. This project involved designing and implementing a system to manage library resources, track book checkouts and returns, and maintain an organized database of library materials.

Social Media Camp

📅 2013 - 2013

In 2013, I worked on a project focused on social media marketing. This project involved creating and implementing strategies to promote a brand or product on various social media platforms. Key tasks included content creation, audience engagement, analyzing metrics to measure campaign effectiveness, and optimizing efforts to improve reach and impact.

INDUSTRY EXPERTISE

Data Analyst and PowerBI



Customer Service



Digital Marketing



Events Management

