

# Fakher Abbas

Phone# +971544749934 | Email: [abbasfakher443@gmail.com](mailto:abbasfakher443@gmail.com) | Address: United Arab Emirates | Visa Status: Open visa

## SUMMARY

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I am committed, friendly and hardworking Customer Services Representative with a passion for providing excellent customer service all times. I always have the needs of the customers and the reputation of the organization by heart. I have dealt with customers inquires and complaints face-to-face, over the phone and via e-mail. My excellent customer service and communication skills, combined with my relevant work experience, make me real asset to any organization that I work for and also having the experience about Sales & Marketing officer.

## WORK EXPERIENCE

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### Sales & Marketing Officer

June 2022 – July 2024

#### Friday Foods Company Limited | Faisalabad Industrial Estate, Pakistan

- Analyze target market and competition, crafting strategic engagements plans.
- Develop Strategies to penetrate new market Segment, analyzing customer needs.
- Coordinate and manage appointments, meetings, and follow up communications with clients.
- Find the Relevant market and introduce the product

### Cashier & Customer and Aftersales Representative

May 2017 – November 2020

#### Carrefour Hypermarket LLC | Dubai, Abu Dhabi, United Arab Emirates

- Scan goods and collecting payments whether in cash or credit and debit cards.
- Greet customers when entering or leaving the store.
- Resolve customer's complaints, guide them and provide relevant information.
- Issue receipts, refunds and redeem stamps and coupons.
- Managing data input for customer cases, maximizing consistency for continuous improvement.
- Managing regional customer service email and phone system.
- Managing the delivery reports regarding the customer items.
- Handle warranty claims and ensure repairs or replacements are conducted in accordance with warranty terms.

### Six Week Internship

November 2016 – December 2016

#### Askari Bank Limited | Hafizbad Punjab, Pakistan

- Executed customer transactions, including deposits, withdrawals and checks.
- Maintain the customer's documents as per the manager instructions.
- Provide help to the banking staff.

## EDUCATION

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### Masters of Business Administration

April 2012 – April 2016

#### Virtual University of Pakistan

- Specialized in Banking & Finance

## SKILLS

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- Attention to details
- Customer service
- Work independently and part of a team
- Detail oriented and able to handle multiple tasks
- Active listening and trust building
- Time management

## LANGUAGES

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English, Urdu, Arabic, (Beginner)

## AWARDES

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Awarded as Best Cashier & Customer Appreciation from Carrefour Hypermarket LLC

August 2017 & September 2017

