



# Nimra Shahid

**Date of birth:** 14/02/1998 | **Nationality:** Pakistani | **Gender:** Female | **Phone number:** (+971) 555063538 (Mobile) | **Email address:** [alishakk85@gmail.com](mailto:alishakk85@gmail.com) |

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## ● ABOUT ME

With over six years of professional expertise, I have honed a comprehensive skill set centered on exceptional Customer Care Services and Customer Experience Management. My proficiency in CRM systems and strategies is matched by a proven track record in Retention and People Management. I am adept at Process Re-Design and Resource Deployment, ensuring that every project I undertake is executed with the utmost efficiency and effectiveness. My commitment to excellence is reflected in every facet of my work, making me a valuable asset to any team seeking to enhance their customer service operations and drive business success.

## ● WORK EXPERIENCE

07/07/2023 – CURRENT Dubai, United Arab Emirates

### **SALES EXECUTIVE UNIVERSAL TRAVEL AND TOURISM**

- Proficient in ticket issuance and Galileo system operations
- Skilled in email correspondence and effective communication
- Experienced in cash handling and financial transactions
- Expertise in generating company invoices with precision
- Committed to delivering exceptional customer service
- Proven sales abilities and business development acumen
- Specialized in promoting diverse tourism activities in Dubai to drive company growth
- Boosted sales of tourism
- Managed email & cash flow
- Issued travel tickets

15/05/2022 – 01/07/2023 Dubai, United Arab Emirates

### **TRAVEL CONSULTANT HAMLET TRAVEL AND TOURISM**

- Conducted comprehensive destination research to provide clients with competitive pricing, cultural insights, and weather advisories.
- Managed end-to-end travel arrangements, including ticket bookings, accommodation reservations, and rental transportation coordination.
- Provided travelers with essential information and resources, such as travel guides, maps, and event schedules, to enhance their travel experience.
- Stayed abreast of industry developments by participating in relevant conferences and monitoring tourism trends.
- Researched best travel deals & info
- Stayed updated on tourism trends
- Provided key travel materials to clients

01/02/2021 – 28/01/2022 Lahore, Pakistan

### **TELESALES EXECUTIVE OLX**

- Spearheaded package selling initiatives across online and offline platforms to accelerate client business promotion and product sales.
- Led and mentored a team of sales representatives to surpass

established sales targets.

- Implemented rigorous quality control measures to mitigate system malfunctions and enhance operational efficiency.
- Conducted performance evaluations, offered actionable feedback, and recognized team achievements to foster a culture of excellence.
- Ensured optimal resource utilization to maintain superior service quality.
- Evaluated performance & celebrated wins
- Implemented checks for system integrity
- Led team to meet/exceed sales targets
- Boosted client sales via package deals

15/07/2019 – 05/01/2021 Lahore, United Arab Emirates

## **INSURANCE EXECUTIVE MILVIK**

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- Spearheaded sales initiatives by managing inbound and outbound calls, effectively promoting insurance plans to prospective, qualified, and underserved clients.
- Conducted comprehensive surveys on behalf of clients to gauge customer awareness, perceptions, and brand loyalty, driving strategic improvements.
- Fostered cross-functional collaboration to pinpoint and address key issues, optimizing customer experience and satisfaction.
- Led agent development through targeted huddles and training sessions, enhancing retention strategies and feedback mechanisms.
- Served as a pivotal liaison in client-management negotiations, ensuring clear communication and favorable outcomes.
- Provided expert guidance to clients during site visits and operational inspections, recommending tailored improvement strategies.
- Mentored and empowered team members, delegating responsibilities and instilling a culture of ethical practice and professional excellence.
- Conducted client surveys to gauge brand loyalty and customer awareness
- Collaborated with teams to enhance customer experience and prioritize issues
- Trained agents in retention and feedback, mediated client-management negotiations

18/07/2018 – 19/06/2019 Lahore, United Arab Emirates

## **CONSUMER OPERATIONS EXECUTIVE SILK BANK**

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- Managed customer email support
  - Analyzed trends to boost efficiency
  - Coordinated inter-department issues
- Customer facilitation via Emails (Business Care & Operations).
- Support front end teams i.e.
  - Visiting Clients, Business Helpline, and Outbound Team for executing various tasks & directives.
  - Coordination with different departments on behalf of Operations Team to resolve the issues & providing support with the help of various linked team.
  - Analyze trends of complaints received from different channels and work for solution development to improve customer experience & workload reduction.
  - Account allocation/tagging to the Business Account Managers for Enterprise Sales.
  - Churn Management through Business Reporting Tools.

## ● **EDUCATION AND TRAINING**

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06/2018 Lahore, Pakistan

**BACHELOR OF COMMERCE** PUNJAB UNIVERSITY

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05/2016 Pakistan

**INTERMEDIATE** Lahore Board

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## ● **DIGITAL SKILLS**

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Computer Expert | Strong sense of leadership | Teamwork | Microsoft Office package: Microsoft Word, Excel, PowerPoint, Access | Social Media including Facebook, WhatsApp and Twitter

## ● **LANGUAGE SKILLS**

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Mother tongue(s): **URDU**

Other language(s): **ENGLISH** | **HINDI**