



HAMAD MUSTAFA

+971544820156 (UAE)

smhammad44@gmail.com

Address :

Abu Dhabi, UAE

Passport Details

Passport No : DG0872502

Issue Date : 03.02.2022

Expiry Date : 02.02.2032

Issue Place : Pakistan

Personal Details:

Gender : Male

Nationality : Pakistani

Religion : Muslim

Marital Status: Married

Date of Birth : 22.10.1995

Visa Status : Employment

Language Known:

- English
- Urdu

Customer Services Representative

Summary

Customer service professional with a track record of delivering excellent service and exceeding customer expectations. Exceptional communication skill, both verbal and written, with a strong ability to understand the customer needs. Proven problem solving and conflict resolution skills. Motivated and proactive team player with a strong attention to detail and commitment to providing exceptional support to ensure customer satisfaction.

Education

- Bachelor of Commerce (B. Com) 2013-2015
- Intermediate Pre-Engineering
- Matriculation Science

Diploma: Certif. in Computer Hardware & Networking

Work Experience

- Yas Mall, Abu Dhabi
Customer Services Representative
02 Years.

Duties and Responsibilities

- Answers incoming calls and respond to customer emails
- Listen actively to customer inquiries and concerns.
- Manage and resolve customer complaints and issues.
- Identify and escalate priority issues to the appropriate channel.
- Provide product and service information to the customer.
- Research and resolve the customer inquiries and provide solution.
- Follow up with customers to ensure their needs are met.
- Process orders, forms, applications and request.
- Communicate and coordinate with internal departments.
- Keep record of customer interaction and transaction.

Skills

- Customer services
- High attention to detail
- creative problem solving
- Good listening and Comprehensive skills
- Communication skill
- Empathy and understanding
- Adaptability and flexibility
- Time management
- Ms Excell, Ms Office, Ms PowerPoint

Declaration

I hereby declare that the details furnished above are true to the best of my knowledge and belief. I shall provide the necessary documents when required.