MUHAMMAD AIZAZ JAVED

(+971) 523137509

azaz.javed@gmail.com

Address: Satwa Dubai

Summary

Polite and professional person with strong communication and multitasking skills. Experienced in resolving customer complaints within company
guidelines and using own initiative. Implements customer follow-up to uphold service standards and guarantee customer satisfaction. Accomplished Customer Service Representative of 5 years, consistently maintaining customer satisfaction and contributing to company success. Motivated professional capable for building productive relationships, resolving complex issues and wining customer loyalty.

Experiences professional

Front line executive, Cashier, Al Jaber exchange UAE
Décembre 2023 - Présent

- Greeting customers in a friendly manner.
- Providing detailed information about products which we have
- Rémittence for diffèrent countries.
- ATM refilling
- WPS Opearator.
- VAT process
- New companies Registration for WPS, VAT, Salary card.
- Handle foreign currency exchange transactions for customers
- Count and verify banknotes and coins accurately
- Record transactions and maintain accurate cash balances
- Collaborate with other team members to ensure smooth and efficient cash operations
- Addressing customer inquiries
- Troubleshooting technical issues
- Resolving complaints
- Processing orders
- Taking feedback from customers to enhance the overall customer experience

Customer service Representative,
Ejadah Asset Management UAE
October 2020-December 2023

At a beach resort, my responsibilities are include arranging beach activities such as water sports rentals, booking beachside dining reservations, providing information about local attractions and events, coordinating transportation to and from the beach, offering beach equipment rentals (such as umbrellas, chairs, and towels), and ensuring guests have a pleasant and safe experience

by monitoring weather conditions and providing assistance as needed. They may also assist with arranging tours, spa appointments, and other leisure activities available at the resort.

Cashier Trans guard, Dubai international Airport
September 2018 – December 2020

- Ringing up purchases accurately and efficiently.
- Accepting various forms of payment, such as cash, credit/debit cards, and mobile payments.
- Providing friendly and helpful customer service.
- Scanning items and ensuring correct pricing.
- Bagging groceries and assisting with loading if needed.
- Handling returns and exchanges.
- Maintaining a clean and organized checkout area.
- Balancing cash drawer at the end of the shift.
- Following company policies and procedures regarding transactions and customer interactions.
- Upselling or promoting relevant products and services when appropriate.

Education

Bachelor of library & information sciences (BLIS), AIOU, Islamabad, PAKISTAN
September 2018

Driving licences

Light vehicle NO:3
Place of issue: Abu Dhabi
Valid until: 30-10-2026
License No: 1236589.

Certifications

- Certificate in Information technology
  Aman development institute 2011 Pakistan
- Certificate of Security Guard (SIRA)
  Security industry regulatory agency (SIRA)
  Oct 2019 - Oct 2025
- Basic Fire safety (BFS) Fire fighter
  Security industry regulatory agency (SIRA)
  Oct 2019 - Oct 2025
- Basic life support (BLS) first aid
  Security industry regulatory agency (SIRA)
  Oct 2019 - Oct 2025
- People of determination (POD)
  Security industry regulatory agency (SIRA)
  Oct 2019 - Oct 2025
- Barista
  EDUSIGHT LEARNING INSTITUTE DUBAI
  Starting January 2024

Languages

English
Urdu
Punjabi
Hindi

Skills

- Driving
- Ms office
- Debugging
- Web browsing
- Team Work
- Creativity
- Customer service
- Problem solving
- Work in Pressure
- ATM Refilling

Hobbies

Passionate about traveling and discovering new cultures. I have visited over 40 different cities and 4 different countries enjoy exploring new places to broaden my horizons.
Passionate about reading, especially books on business, psychology, personal development and travel