






FAISAL SHAHID MUHAMMAD SHAHID

CONTACT

 Dubai, U.A.E. 25365
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 faisalshahid678@gmail.com

SKILLS

- Sales reporting
- Basic computer knowledge
- Microsoft Office
- Cash and card processing
- Effective workflow management
- Call centre
- Data entry
- Logistics policies and procedures
- Administrative support
- Customer service
- Purchasing and procurement
- Inventory control
- Network troubleshooting
- System upgrades
- Call handling

ADDITIONAL INFORMATION

Date of birth 18-03-1991
Place of birth Dubai
Gender Male
Nationality Pakistan
Visa Status Employment
Visa Validity 09/05/23
Marital status married
Driving licence License No:- 1578003.
Date of issue 13-05- 2010,
Valid up to 13-05-2022

LANGUAGES

Urdu: Native language

PROFESSIONAL SUMMARY

Looking forward for an organization that offers a challenging, stimulating, learning environment to work in and provide scope for individual & organizations development, which offers attractive prospects for long term development and career growth.

WORK HISTORY

Telemarketing Executive 09/2014 - 11/2014
Oracle Company - Dubai, U.A.E.

- Worked on UAE Free Zone Data Build project and UAE education project.
- Main duties include calling customers taking company information for data build & update at MS Excel.
- Invite them for SAAS conference event. Providing advices, information and assistance to callers.
- Sending emails, making 200 calls a day, invitation forms to clients for different Events of Oracle in UAE ,Qatar, Kuwait, Saudi Arabia, and Lebanon.
- Having a professional and courteous manner always.
- Receive inbound calls including transferred sales leads and calls
- Following up customers

Accountant cum Administration 05/2015 - 08/2016
Summer a/c and Refrigerators Repairing, - Dubai, U.A.E.

- Managing Accounts of business
- Purchase the required material after searching the good rates from the market on phone.
- Actively Co-coordinating with the sellers for the Listing of products.
- Stock Rotation and Ordering of merchandise on regular basis.
- Developed rapport with the store managers.
- Regular follow-up on purchases & consuming stock.
- Strong negotiation / promo techniques.
- Calculate the daily sales record.
- Meeting and greeting clients and visitors to the office.
- Typing documents and distributing memos.
- Handling incoming / outgoing calls, correspondence and filing. Creating and modifying documents using Microsoft Office.

Customer service Cum Tele caller 09/2016 - 03/2017
Yasmac Equipment Rental & Repairing - Dubai, U.A.E.

- Deal directly with customers either by telephone, electronically or face to face.

English:	C2
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Master or proficient	
Hindi:	C2
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Master or proficient	
Arabic:	B1
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Intermediate	
Punjabi:	C1
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Advanced	

- Respond promptly to customer inquiries.
- Handle and resolve customer complaints.
- Obtain and evaluate all relevant information to handle product and service inquiries.
- Provide pricing and delivery information.
- Maintain customer databases.
- Manage administration.
- Communicate and coordinate with internal departments.
- Follow up on customer interactions.
- Provide feedback on the efficiency of the customer service process.

Sales Agent 10/2018 – 10/2018
Gitex, Sony jumbo. – Dubai, U.A.E.

- Worked for Song Jumbo as a shopper Device Trade-in

Supply and Logistics Coordinator 03/2019 – 04/2019
Fazza Dubai Para Badminton International for People of Determination. – Dubai, U.A.E.

- Processed and entered customers orders into database and provided proactive customer service for accounts.
- Tracked orders and notified customers of status or potential delays.
- Reported customer feedback to management.

Event Usher 11/2021 – 11/2021
Dubai Ride by Event lab for bibs Collection – Dubai, U.A.E.

- Provided customer service by selling tickets and merchandise, answering questions and distributing programs.
- Used Device at entry and exit points to estimate venue numbers with accuracy.

Event Usher 12/2021 – 12/2021
Dubai Run by Event lab – Dubai, U.A.E.

- Assisted patrons with seating by giving directions and lighting paths.
- Greeted customers with smile and provided friendly, knowledgeable service.
- Managed traffic flow on-site and escorted guests to start up areas.

Host 12/2021 – 12/2021
Dubai Airport by Master Piece at SEA (MSC) – Dubai, U.A.E.

- Coordinated Guest movement towards buses.
- Used various signalling tools to provide effective marshalling services.

Customer service Cum Purchasing Manager 05/2017 – Current
Summer Dream a/c & Electrical Work – Dubai, U.A.E.

- Acted as first point of contact for customer issues and queries, resolving effectively and efficiently.
- Collaborated well with other customer agents to deliver consistent service across various platforms.
- Assisted customers with varying questions and concerns, using product knowledge and service expertise to resolve issues promptly.
- Generated sales and inventory reports in Excel with data from various sources, maintaining exceptional accuracy rates.
- Developing and implementing purchasing strategies.
- Managing daily purchasing activities, supervising staff, and allocating

tasks.

- Managing supplier relations and negotiating contracts, prices, timelines, etc.
- Maintaining the supplier database, purchase records, and related documentation.
- Coordinating with inventory control to determine and manage inventory needs

EDUCATION

• Business Marketing Diploma

Atton Institute – Dubai

Advance Business Administration skills & MS office package, 08/2013

Parker training Dubai, – Dubai

Cisco Certified Network Associate (CCNA), 07/2013

Convict, – Dubai

Certificate of Higher Education: Higher Secondary, 03/2013

Emirates English Speaking School, – Dubai

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As an experienced , the posting for job with piqued my interest. While reviewing the job requirements and your website, I was excited to see that my qualifications and personal traits are aligned with your requirements and mission.

I bring a set of talents that I believe will be valuable to the company. In my job role, I honed my abilities in and , providing a solid foundation for the position. My ability to learn and grow, people-centric nature and eagerness to please have afforded me excellent communication skills. I am excited to contribute my strengths and proficiency in creative problem solving towards your team efforts. As an extroverted and personable communicator with a proven track record .My focus on building strong professional relationships has been a valuable asset throughout my career.

Please review my CV for an in-depth view of my work history and accomplishments. Thank you for your time and consideration.

Yours sincerely,

Faisal Shahid Muhammad Shahid