

# WAQAS HUSSAIN

Professional Experienced in Sales / Customer Services



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Nationality: Pakistani

Religion: Islam

Date of Birth: 01-03-1993

Marital Status: Single

Passport No: PV6892332

Visa Type: Residence



## OBJECTIVE

To join a multi-national company that offers training and gives the opportunity for further advancement. Striving for an innovative career, which needs self-creativity, handling of complains, problem solving, decision making and dealing with critical situation and to overcome the challenges of today's changing work environment

## AREAS OF EXPERTISE

- Administration and Reception Services Multi-tasking
- Computer literacy and IT Skills
- Customer service and Customer Relation Management
- Working with strict deadlines and Multitasking
- Organizational and Problem Solving Skills
- Communication, Team Working, Inter-professional and Interpersonal skills

## ACADEMIC

- **H.S.S.C.**  
(Intermediate) –  
Gujrat college of  
Commerce, Model  
Town – 2013
- **S.S.C.**  
(Matriculation) -  
Pakistan Islamia  
Higher Secondary  
School, Ajman,  
U.A.E - 2010

## WORKING EXPERIENCE

### **Du Telecommunications, Dubai UAE**

Oct. 2016 to Till Date

Presently Working as Result Oriented Debt Collector.

### RESPONSIBILITIES:

- Making Calls to Customer regarding Bills Reminder.
- Raising and Resolving Trouble Tickets
- Solve Problems Raised by Customers
- Assisting customers during Inbound calls
- Working with Government and key accounts, following up for the recovery and debt analysis
- Suggesting payment plans to the customers in order to clear their debts
- Negotiate payoff deadlines and payment plans

## COMPUTER SKILLS

- ☐ WINDOWS
- ☐ MS OFFICE
- ☐ INTERNET BROWSING

## PERSONAL:

- ☐ Creative
- ☐ Versatile
- ☐ Focused and Committed.

## SPOKEN LANGUAGES

- ☐ ENGLISH
- ☐ ARABIC
- ☐ PUNJABI
- ☐ URDU
- ☐ SEARIKI

## INTEREST

- ☐ Listening Music
- ☐ Travelling
- ☐ Playing games

- Handle customer's queries or complaints
- Skip trace accounts to find the customer's whose information is no longer accurate with the data
- Reaching monthly targets with assigned deadlines
- Arranging appointment with debt collectors on field to visit customer location, if required
- Collecting accounts in compliance with all applicable regulations and internal performance standards in order to meet personal and team goal objectives

### **DSF Weekends Promotions - Dubai, UAE**

PROMOTOR

### **Al Wani perfumes, Dubai -UAE**

PROMOTOR

### **Global Village for Car promotions, Dubai -UAE**

PROMOTOR

### **Al Muteena Auto Maintenance, Dubai -UAE**

Oct'2013 –Oct'2016

3 YEARS AS CAR INSPECTION

## RESPONSIBILITIES:

- Checking for car faults
- Working for car insurance
- Admin work paper clearance
- Resolving Customer queries.

## DECLARATION

I hereby declare that the information furnished above is true to the best of my knowledge.

**(WAQAS HUSSAIN)**