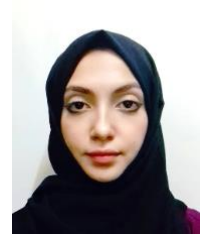


# UROOJ MEHDI

Umm Khanoor – Sharjah, UAE · 971 52 4940637

[Urooj.mehdi05@gmail.com](mailto:Urooj.mehdi05@gmail.com)



## **PROFESSIONAL SUMMARY**

- Provided fast and friendly customer support
- Quickly assessed customer needs and proactively provided solutions.
- Professional Call Center Agent with excellent phone manner, outstanding interpersonal skills and first-class customer service expertise.

## **WORK EXPERIENCE**

SEP 2021 – MARCH 2022

### **INFORMATION OPERATOR**

Protocol & Guest Services (EXPO 2020, DUBAI)

- Ensured exceptional customer service through informing general and event information, maps distribution, handing out children identification wristbands and offering sign language services.
- Managed and prioritized different workloads such as missing person, lost and found, feedback requests, and mobility support service.
- Supported People of Determination and visitors with accessible needs, including the ability to interact, guide and assist them.
- Provided standard guidelines of Missing and Found Person operation aligned with Security and Dubai Police.
- Supported the Lost & Found service by collecting, registering, labeling, and storing any found items along with assisting visitors who have lost their items aligned with Security and Dubai Police.
- Effectively communicated with department such as Dubai Police, Transportation, Ticketing, Logistics, Site management, and Security to ensure the plans are aligned and well-coordinated.

FEB 2018 - OCT 2021

### **CALL CENTER AGENT/ CATI INTERVIEWER**

Synergy Consultancy, AJMAN

- Conduct telephonic interviews for research purposes.
- Read a questionnaire verbatim and record answers directly into the database.
- Check all responses for accuracy, spelling and grammar.
- Direct schedule of weekly projects and anticipated timelines for completion.
- Recruited, hired and trained new employees, including monitoring and review of individual performance.

### **Worked on various projects such as:**

1. Bank Customer Satisfactory Survey. (HSBC, CBD, ADCB, HBL)
2. Insurance Company Customer Satisfactory Survey. (Marsh)
3. Tourism Company Satisfactory Survey. (Sharjah Tourism)
4. Fast Moving Consumer Goods (Sadia Chicken)
5. Survey for Leading Telecom companies. (Swipe, Virgin, Etisalat, Du, Jazz)
6. Property Investors Customer Satisfactory Survey. (Deyar Development)
7. Government Customer Satisfactory Survey.
8. Manufactured and Electronic Cigarette Survey. (Different Brands And IQOS)
9. Worked with Different Research Companies (Ipsos, Kantar, 4Sight)
10. Data Entry for UAE Population Statistics

Sep 2017 – Jan 2018

### **KG2 TEACHER**

Springdale Indian Highschool, SHARJAH

- Designing and following a complete teaching plan.
- Assessed student progress by administering tests and evaluating results.
- Taught students subject-specific material, learning strategies, social and citizenship skills.

## **EDUCATION**

### **HIGHER SECONDARY CERTIFICATE (XII), (FBISE) - COMMERCE**

PAKISTANI ISLAMIA HIGHER SECONDARY SCHOOL, SHARJAH- U.A. E

### **SECONDARY SCHOOL CERTIFICATE (X), (FBISE) - HUMANITIES**

AL AMAAL ENGLISH HIGH SCHOOL, SHARJAH- U.A.E

## **SKILLS**

- Customer- focused, self-starter with proven client service skills.
- Team player, triaging requests, resolving issues and comprehensive database knowledge.
- Remained courteous and calm, even during moments of customer dissatisfaction.
- Energetic achiever and communicator with strong listening skills.
- Quick learner, eager to learn and follow directions.
- Enhanced customer relationship management by resolving discrepancies and creating effective solutions.

## **PERSONAL DETAILS:**

- Nationality: Pakistani
- Date of Birth: 20th February 1999
- Father's Name: Mr. Amir Mehdi
- Marital Status: Single
- Visa Status: Residence Visa (Sponsorship of Mother)
- Residing in: Sharjah, Umm Khanoor
- Languages Known: English, Hindi, Urdu, Pashto (Fluent) And Arabic (Basic)
- Driver's License: Holding Valid UAE Driving License