

# ADIL SAEED

Customer Service Executive



## CONTACT INFORMATION

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Address: Airport Road Shaheen Medical  
Building Flat 1202 Abu Dhabi, United Arab Emirates

## PROFESSIONAL SUMMARY

Client Relations professional seeking a management role. Skilled in training staff and establishing a rapport with clients. Self-motivated with exceptional communication and computer capabilities.

## ACHIEVEMENTS

- **Best Performance Award 2020 FAB.**
- **Best Performance Award 2019 FAB.**
- **Best Performance Employee 2018 FAB.**
- **Du Telecom UAE: Certificate of Appreciation & Trophy Outstanding.**
- **Performance Postpaid Sales 2014.**
- **Certificate of Appreciation & Trophy Outstanding Performance 2014.**
- **Best Postpaid Sales Best Data Sales.**
- **Samson's Group Of companies: Certificate of Appreciation Outstanding.**
- **Performance Postpaid Sales 2013.**

## WORKING EXPERIENCE

### FIRST ABU DHABI BANK CUSTOMER SERVICE EXECUTIVE (2015-2020)

- Resolves problems by clarifying issues.
- Troubleshooting online issues.
- Fulfills requests by clarifying desired information; completing transactions
- **Sells additional services by recognizing opportunities to up-sell accounts.**
- **Cross Selling Products.**
- Maintains call center database by entering information.
- Keeps equipment operational by following established procedures; reporting malfunctions.
- Enhances organization reputation by accepting ownership.
- Generating Potential leads and transfer to Concern Dept.
- Increasing Sales and meeting Sales Target Max.

## DU (EITC) ASSISTANT MANAGER BRANCH (2013-2015)

- Ensured superior customer experience by addressing customer concerns,
- Created and maintained an organized database to develop promotional sales.
- Asked open-ended questions to assess customer needs.
- Built long-term customer relationships and advised customers on purchases and promotions.
- Restocked inventory every month and reviewed cash operation data to verify proper replenishment.
- Assisted in creating pre-season marketing plans to support department and divisional strategies.
- Served as the main liaison between customers, management and sales team.
- Designed displays to make the shop experience interactive, engaging and reassuring.

## PERSONAL INFORMATION

- Gender: Male Nationality: Pakistan
- Visa Status: Citizen
- Marital Status: Married
- Passport # DC5972882

## SKILLS

- Exceptional communication skills
- POS systems expert
- International sales support
- Strong client relations
- Creative problem solver
- MS Windows proficient

## LANGUAGES

- English
- Hindi
- Urdu
- Arabic is Target.

## EDUCATION

Bachelor's degree (M.O.H.E)

Location Lahore, Pakistan

Completion Date: March 2005

(PUNJAB UNIVERSITY) **UAE ATTESTED**

## REFERENCES

Will be furnished on demand