

# MOEED ZAFAR

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Visa Status : Residence  
Visa Valid till : 19<sup>th</sup> July 2022  
D.O.B : 22 Nov, 1988  
Address : Dubai  
Marital status : Married  
Licence : light vehicle (automatic)

## Objective:

- Finding an opportunity to share my knowledge and make my skills more effective in every sphere of life to compete with difficulties and to get knowledge.

## Employment History (Total Experience 9 Years 6 months):

- I was working in RTA SALIK data entry department as a archive clerk from 5 and half years
- 6 month experience in Etisalat ( Sharaf Dg ) as a customer service agent
- 2 Years' Experience as a Customer Services Officer at a Call Centre in Zong CM Pak.
- 2 Years' Experience as a Retailer Services Officer at Branchless banking service (Time Pay) in Zong CM Pak.
- 06 months Experience in Social Media at Zong CM Pak.
- 06 Months Experience as a Customer Services Officer (Claims Helpline, Outbound Calls) in call centre.

## Job responsibilities in Etisalat:

- Face to face interactions with customers.
- Selling all Etisalat products (internet packages, mobile devices, Wi-Fi routers).
- Cash counter and billing experience..
- Experience in GSM and Sim replacement.
- Handling complaints and queries.

## Job Responsibilities in ZONG CM Pak:

### Customer Service – Inbound Calls

- Answering customer queries and complaints regarding product packages.
- Activation/De-Activation of Product package (DATA, SMS, Call, VAS) for customer.
- Handling balance usage related Complaints and queries
- Handling Data usage related Complaints and Queries
- Deal Customer queries related cell phone (handset) compatibility of **3 G AND 4G services**
- Answering queries as well as Activation/De-Activation of **3 G, 4G data** packages of customers

### Customer service – Business (Retail Business Partners)

- Handling billing queries and complaints, Checking Transactions /Reversals of transactions of balance from retailer to customer
- Information of Campaigns, Offers and Promo's
- Information of Commissions on Packages and SIM sale
- Handling complaints related to transactions and commissions not credited

### Customer support for Branchless Banking Service (TIMEPAY)

- Handling Account opening issues and giving information of mandatory documents of account opening and information of TIMEPAY Outlets
- Information about New offers, campaigns and promos.
- Handling customer queries and complaints about utility bill payments, cash in, cash out and Account transfers.

### Customer dealing using Social Media

- Monitor, listen and respond to users on social media.
- Dealing customer complaints and queries regarding GSM (2G, 3G, 4G) services and product.
- Online and On Call customer support.
- Compile Social media customer service reports (daily / weekly).

### Team Management and Coordination

- Managing Team Daily Monitoring Report (DMR)

### Job Responsibilities in RTA SALIK:

- Handling Salik applications of customer's i.e. company's individual fleets and export.
- Customer personal and Salik information and vehicle information is added in the system.  
Managing Errors in Excel to minimize the ratio of Inaccuracy.
- Counting and sorting of requests.
- Image review of toll gate images and entry of plate information in system.
- Quality check of agent work.

### Achievements:

- Achieved Extraordinary Performances, Appraisals and Promotions in Call Centre, Retailers and Social Media.
- Achieved Employee of the month twice with Zong CM Pak.
- Achieved Employee of the month five times with RTA Salik Dubai.

### Education:

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|--|------|
| • Bachelors of Commerce (Majors in Information Technology) | 2009 |
| • Higher Secondary School certificate (HSSC)               | 2007 |
| • Secondary School Certificate (SSC)                       | 2005 |

### System Skills, Certification:

- Customer Relationship Management (CRM) certificate.
- Certificate of Sales for Casting.
- HP Social Media Marketing Certificate.
- Microsoft Office (Word, Excel).
- IELTS (International English Language Testing Service)

### Personal Attributes:

- Having Strong commitment with my work.
- Good Communication skills.
- Good team work Skill.
- Good at events organization.
- Punctuality and loyalty.

### Reference:

All reference and further details will be immediately available upon request.