

Kanwal Tabassum

UAE Cell # +971-527299148

Email: tabassum.kanwal11@yahoo.com

www.linkedin.com/in/kanwal-ahmed-4334a275/

Visa Status: Visit Visa (valid till 30th Nov.2021)



OBJECTIVE

Seeking a job opportunity as a Customer Sales Officer Application in well-established organization, where my skills, and knowledge would be utilized to completed extent. Willing to be an important part of growing organization and work hard for benefit.

Professional Summary

Customer service professional cum Sales with 5 years of experience working as a liaison between consumers and corporations. Skilled communicator and listener with a knack for remedying conflict, and keen organizational skills which allow for effective delivery of outstanding service. Maintain the highest level of integrity; dedicated to providing reliable and friendly service without ever compromising the reputation or competencies of the organization

Work Experience UAE

Global Village

Oct 2020 to June 2021

Customer Service Executive

- In charge of the accuracy of all data kept on the receiving at pavilion, and shipment of stock.
- Collect payments whether in cash or credit and track transactions on balance sheets and report any discrepancies.
- Manage transactions with customers using cash registers and collect payments whether in cash or credit.
- Communicate directly with customers on the floor and ensure their shopping experience is pleasant, productive, and memorable, and to mediate any situations that may have escalated.
- Answered nearly 60 calls daily from customers inquiring about product usage, billing issues, or general company information.
- Strong communication skills with excellent interpersonal skills both in written and verbal correspondence.
- Excellent follow-through, ability to meet deadlines, decision making and multi-tasking skills, and excellent communication skills.
- Facilitate end-of-shift procedures for clerks and cashiers.

Wonders Infinity Tourism

Nov 2018 to Jan 2020

Customer Service Coordinator

- Good telephone manner to make new business appointments.
- Responds to inquiries regarding entered data.
- Responsible for coordinating, monitoring and improving the service activities of the organization.
- Managing difficult situations and responding promptly to internal and external needs.
- Answering calls and queries accurately and consistently
- Responsible for the accurate and timely filing of all study-related documents.
- Keeps track of received data and source documents.
- Meeting with potential clients, enterprise, for promotion of company sales and services.
- Managing difficult situations and responding promptly to internal and external needs.
- Responds to inquiries regarding entered data.
- Provided supervisor a daily update of status for all data entry associated tasks for assigned studies.
- Performs other tasks assigned by the company.

Adchem FZE Dubai

Jan 2018 to July2018

Sales Coordinator (API & excipient for pharmaceutical)

- Responsible for getting New Leads/Requirements and maintaining Existing Clients to Enhance Business relations.

- Coordinated executive communications, including: scheduling calls, responding to emails and interfacing with clients.
- Created and maintained vendor relationships for growing business.
- Managed confidential correspondence including safe storage of information and stock materials.
- Have excellent marketing coordination, customer service, public relations & influencing skills.
- Processed invoices for payment; followed-up and resolved any outstanding invoice matters.
- After sales follow up with clients for feedback and leads to proceed further.
- Selected to participate in professional development international level.
- Quick learner and high level of adoption to new systems.

Road and Transport Authority Dubai-UAE **Customer Service Officer**

April 2015 to Nov 2017

- Greeting members and guests upon arrival.
- Sales activities, Sale promoter and Marketing.
- Answer all questions, providing detailed information regarding NOL card Services and establishing trust with the customer from initial contact through the close of sale.
- Maintain knowledge of products and services and industry development.
- Provide routine information and support to customers of services; schedule activities.
- Assist and advise customers in the utilization of services & facilities.
- Execute the daily operational tasks, day-to-day goals and priorities assigned by management.
- Compiling reports, make bank slip cash delivery to G4S prepare reports relating to daily activities & send reports to Office.
- Work well with Management and Team.

Interpersonal Skills

- Good Knowledge about **Customer Relationship Officer**. Ability to work both individually as well as in team in challenging environments with a little supervision and guidance
- Understanding of the fundamental principles of Customer Service Communication Training under P&O Maritime- “Global Maritime Excellence” in UAE.
- Skilled at mediating conflict and coming up with creative solutions that benefit both the company and customer.

IT Skills

- MS Office Suite: Word, Excel, PowerPoint, & Outlook.
- Windows Operating System, Internet, and Social Media.
- E- mailing and advertisement of products on Social Websites.

TRAINING

- Customer Service communication – P&O Maritime “Global Maritime Excellence” / UAE
- Explore Your Potential – “Educational Training Programmed” / Pakistan
- Time Management – “Educational Training Programmed” / Pakistan

Language Skills

English, Urdu and Hindi.

EDUCATION

Master in Science Chemistry
University of Karachi

2010

Personal Details

Nationality: Pakistani / Marital Status: Single
Date of Birth: 02 Sep / Visit Visa (valid till 30. Nov. 2021)