



# Hammad Asif

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## CONTACT

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Pakistan 0000

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## SKILLS

- Tax accounting
- Tax return presentation
- Tax understanding
- Written and verbal communication skills
- Telephone skills
- Customer service expert
- Adaptive team player
- Fluent in English, South Korean, Urdu.

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## WORK HISTORY

**Tax refund Officer** 10/2018 to Current  
**Tax Free Planet** - Dubai, United Arab Emirates

- Obtained documents, clearances, certificates and approvals from local, state and federal agencies.
- Delivered an exceptional level of service to each customer by listening to concerns and answering questions.
- Researched and updated all required materials needed for firm and partners.
- Monitored multiple databases to keep track of all company inventory.
- Developed new process for employee evaluation which resulted in marked performance improvements.

**Customer Service Professional** 01/2013 to 09/2016  
**Dubai Airport** - Dubai U.A.E, United Arab Emirates

- Received inbound calls from customers, providing information regarding services or products, taking new orders and cancelling accounts.
- Performed in-depth research to answer more complex questions.
- Resolved customer issues using strong interpersonal skills and conflict resolution techniques.
- Implemented company policies and procedures, including health, safety and security.
- Obtained information to resolve customer inquiries.
- Guaranteed positive customer experiences and resolved all customer complaints.
- Assisted customers by answering questions and solving problems.
- Assisted customers with questions and concerns.
- Collaborated with customer service to provide quality control for customer service, production and output across Aviation operations.
- Completed continuing education and training programmes for professional development.

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## PROFESSIONAL SUMMARY

Customer-oriented Tax Refund officer with strong history of leading high-performance teams to meet or exceed objectives. Dedicated and hardworking with internal drive to deliver excellence. Tactical team builder with strong background in training and team development. Experienced customer service professional with strong leadership and relationship-building skills.

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## EDUCATION

**A-Levels** : Arts, 2011

**Daska College for Boys** - Sialkot Daska