

# Aliya Nawaz Mohamed

Dubai 971

[fly\\_falcon@live.com](mailto:fly_falcon@live.com)

0555911089

Seeking a position in the domains related to Aviation, Customer service, business, events, and management to produce major contributions for an organization by achieving significant milestones. Enthusiastic to undertake heterogeneous activities with dynamic responsibilities.

Willing to relocate: Anywhere

## Personal Details

---

**Birth Date:** 1991-10-01

**Eligible to work in {country}:** Yes

**Industry:** Aerospace & Aviation, Customer Service, Management, Project Management

## Work Experience

---

### Customer Service Representative

Safran Middle East - Dubai

April 2018 to February 2020

Manage large amounts of inbound and outbound calls in a timely manner.

Answering customer enquiries or passing them on to the appropriate department.

Schedule time to build relationships with clients. Maintaining customer information, security and confidentiality of company.

Focus on Exceptional Communication, timely and efficient communication.

Identify customers' needs, clarify information, research every issue and provide solutions and/or alternatives.

Seize opportunities to upsell products when they arise.

Build sustainable relationships and engage customers by taking the extra mile.

Keep records of all conversations in our call center database in a comprehensible way. Frequently attend educational seminars to improve knowledge and performance level. Meet personal/team qualitative and quantitative targets.

Giving information and helping to solve customer problems.

### Sales Associate

Adidas - Dubai

October 2016 to April 2018

Assists customers in the selection of Adidas merchandise, while providing information about the product, materials, technology, and functionality.

Completes customers sales transactions (cash, credit, debit, etc.)

Maintains store appearance, assists in processing and replenishing merchandise; and assist with customers service inquiries.

Proficient knowledge of Adidas' products and programs, including information and requirements, Merchandise: promotions, technology, promotions and advertising.  
Drive layout decisions bubble and micro plans and implement as agreed.  
Ensure store complies with standards and guidelines to provide a brand shopping experience to all consumers.  
Ensure all windows are presented to a high standards including mannequins dressing and positioning, lighting direction, cleansing, steaming and price communication.  
Adheres to Adidas' brand values and Sales Associate competencies.  
Assist with telephone; duties.  
Other duties as required by store management.  
Flawless execution on Marketing activities aligned with marketing department.  
Ability to use a point of sale system/ Basic understanding of cash register functions and cash procedures.  
Ability to exercise good judgment and decision making skills.  
Demonstrate excellent verbal and written communication skills.  
Demonstrate excellent customer service.  
Working on a varied schedule including weekends, evenings and statutory holidays. Also able to work overtime hours during peak sales periods which include, but are not limited.

## **Internship**

The Emirates Group - Dubai  
April 2014 to May 2014

Got to know about GDS, Sabre.  
Office work.  
Calling agents and confirmation of data  
Visiting travel agents  
Research on travel booking websites  
Presentations on research of travel booking websites

## **Education**

---

### **BSC in Air Transport Management**

Emirates aviation university - Dubai  
May 2015 to April 2018

### **Higher National Diploma in Business Management**

Emirates Aviation University - Dubai  
February 2013 to September 2015

## **Skills**

---

- Customer Service
- problem solving
- Microsoft Office
- Event Management
- Aviation management
- Customer Relationship Management

## Languages

---

- English - Expert
- Urdu - Expert

## Certifications and Licenses

---

### **Dubai driving license**

Present

## Additional Information

---

- Customer Service focused.
- leadership & management qualities.
- Flexible approach towards work.
- Self-motivated / Self-starter.
- Able to work in shifts.
- Problem solving / Analytical skills.
- Strong communication skills written and verbal.