

# MUHAMMAD SULTAN AKBAR

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Energetic Customer Service Representative experience resolving complex customer inquiries. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement. Learning business concepts and have the ability to handle work pressure and customer issues professionally.

## CAREER SNAPSHOT:

### **Customer Service Associate / Supervisor**

Sep 2021 - Aug 2022

Pure Health, Dubai, U.A.E.



- Maintain patient records into the system and updating existing data as needed.
- Assist patients with registration and explain the process to them.
- Direct patient to concerned counter.
- Ensure hygiene standards are maintained.
- Book appointments over phone as well as walk ins.
- Investigation and resolution of concerns and complaints.
- Providing assistance and support to clients and team members.

### **Customer Service / Sales Representative**

May 2021 - Jun 2021

DU Telecommunication, Dubai, UAE.



- Present, promote and sell products/services using solid advices to existing and prospective customers
- Give customers product demonstrations and teach them about the features and benefits of each product or service.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits.
- Identify and assess customers' needs to achieve satisfaction
- Resolving issues and troubleshooting technical problems.

### **Sales Representative / Cashier**

Mar 2018 - April 2018

Threads Uniform Store, Dubai, UAE.



- Provides a positive customer experience with fair, friendly, and courteous service.
- Managing Cross selling/Upselling.
- Identifying the customer's needs.
- Processing payments or various kinds, including cash, cheques and credit cards.

## **Event Promoter**

Jun 2017 - Sep 2017

Dubai Sports World, DWTC, Dubai, UAE.



## **EDUCATION:**

### **Masters of Business Administration**

Sep 2018 - Sep 2020

International University in Moscow, Russia (Dubai campus)

### **Bachelors of Business Administration**

Sep 2015 - Sep 2018

International University in Moscow, Russia (Dubai campus)

## **PROFESSIONAL SKILLS:**

- Strong skills in planning, organizing, implementing and communicating
- Customer Service oriented
- Problem Solving capabilities
- Excellent time management skills and ability to handle multiple priorities
- Enthusiastic team player, Innovative and Collaborative

## **OTHER DETAILS:**

- Born on 17th March 1998 (UNITED ARAB EMIRATES)
- Pakistani National holding Light Vehicle Driving license since 2016.
- Currently on Father's Visa valid up to Dec 2023.

(References will be furnished upon request)