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MUHAMMAD WAQAS

Dubai, UAE



OBJECTIVE

Highly talented and motivated with extensive sales skills and depth knowledge in banking and medical field. Friendly dealing with three language speaking and writing ability. I would like to work with professionals and find a company that can utilize my creativity, customer satisfaction and problems solving skills. I am an ambitious and well presented worker with a wide range of skills which is up for any challenge and ready to adopt new things quickly.

SKILLS

Customer Service
Sales
Strong Communication
Complaint handling
Time management
Teamwork
Problem solving
Creativity
Negotiation
Fast learner

LANGUAGE

English
Arabic
Urdu
Hindi

INTERESTS

Reading
History
Documentary

OTHER SKILLS

1. Ability to focus on modern & smarter solutions
2. Customer satisfaction and proactive in extra shifts
3. Good in internet research or web tools quickly learn new computer software applications
4. Built fast and good relationship with clients
5. Well trained to immediate response in emergency
6. Strong Communications with customers and suppliers
7. Well known importance of personal hygiene and grooming on Hospitality level
8. Committed to provide excellent service also in pressures to meet deadline challenges
9. Do have the patience required to be professional
10. Capable to make any given situation easier using available resources

EDUCATION

Ayub Teaching Hospital and Medical Complex Abbottabad **Passing Year - 2007**
Diploma in Cardiology

PPC Inter College Abbottabad **Passing Year - 2007**
F.Sc pre-medical

Govt. High School Kaghan **Passing Year - 2005**
SSC Science

EXPERIENCE

Emirates Islamic Bank **sept-2016 - Mar-2020**
Office Assistant

Greet visitors provide information direct them accordingly.
Solving Customer Queries and handle Complaints answer and divert phone calls.
Assist & dealing in daily basis with inquiries or needs from customers such as Cheques, ATM Cards and CM requests. Maintain and organized overall Record Daily Monthly Reports, Back-office Documents & Files such as AOD, CRM, Dispatch, Liabilities & Clearance, Payments, Safe Report.
Monitor & manage inventory stock, order & distribute office supplies as necessary.
Basic maintenance repair and use of office equipment's.

Dubai Customs **Dec-2014 - Sept-2016**
General Attendant

During the job at Dubai Airport I gained lots of experience in different fields. Dubai Customs plays a key role in protecting the community from the infiltration of drugs and prohibited goods to local use, as they impose a great risk on man's health, the economy and the society. My responsibilities involves facilitate the movement of passengers coming to the state trough immigration or arrival area and assist the inspection inspectors to uses the most advanced scanning technology and inspection devices to protect the society from the entry of any forbidden items.

Green Star MCH Center and Clinical Hospital **Dec-2009 - Dec-2014**
Front Desk Receptionist

Welcomes patients and visitors in person or on the phone answer inquiries. Serves patients by greeting and helping scheduling appointments, maintaining IV, IM, First Aid, Stiches. Optimizes patients satisfaction comforts patients by anticipating patients anxieties guide patients and maintaining the reception area. Ensures availability of treatment by medical records. Obtains revenue by records and daily collection. Maintains clinic inventory medicines and equipments by checking stock to determine inventory level expediting orders for supplies. Helps patients in distress by responding to emergencies protects patients rights by maintaining confidentiality of personal and financial information.
Maintains operations by following policies and procedures reporting needed changes.

PROJECTS

Interviewer

Mapping survey of N.W.F.P on HIV AIDS from PRIDE & W.H.O

Supervisor

Drugs distribution Pakistan and Canada Joint project

REFERENCE

TAREQ ALHUSAIN - Senior Sales Supervisor

Emirates Islamic Bank

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