

## PROFILE

To work for a progressive organization in a highly motivating and challenging environment that provides the best opportunities to grow and utilize my potential to the fullest to achieve the organization's goal while achieving my personal goals. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

## WORK EXPERIENCE

### STOCK/INVENTORY COUNT

Dec 2022 - Jan 2023

AL Futtaim Pharmacies | Dubai | UAE

- Managed inventory levels to ensure availability of products while minimizing stock-outs and excess inventory
- Identified and reported inventory discrepancies, resulting in improved inventory management
- Performed regular stock audits and identified discrepancies, resulting in a more accurate inventory count.

### PRE- PATIENT RELATIONS EXECUTIVE

Feb 2021 - Dec 2022

AL Futtaim Health Hub | Dubai | UAE

- Identified and implemented customer service and complaint handling advancements.
- Analyzed complaint root causes to identify improvement areas.
- Inputting Demographical data of the PCR patients on a daily basis.
- Daily usage of MS Excel, arranging daily patients in excel well sorted out.
- Assisting patients in filling out patient history forms, consent forms, and payment contract forms, when necessary.

### CALL CENTRE AGENT

Aug 2018 - Dec 2018

Feedback Market Research Company | Sharjah | UAE

- Logged call details and customer information in secure systems, improving data collection measures.
- Processed complaints professionally, seeking effective, timely solutions for continued customer satisfaction.
- Handled high call volumes with accuracy and efficiency for optimum productivity.
- Maintained accurate knowledge of current services to provide informative customer advice.
- Conducted various customer satisfaction surveys.

### PROMOTOR

Arla | Sharjah | UAE

Feb 2018 - March 2018

- Delivered an outstanding customer experience through verbal skills , achieving 100% customer satisfaction score across products and various categories.

## SKILLS

- Fluent in speaking English, Urdu, Hindi Good in handling and dealing situations.
- Potential Worker.
- Good possession.
- Communication skills both verbal & listening
- Self-Confidence and Self-Awareness Flexible worker

## EDUCATION

### Bachelor's in Software Engineering

University Of Bolton | Ras Al Khaimah | UAE

Expected in Sept 2023

### ATHE Level 3 Diploma in Business and Management | BTEC

University Of Bolton | Ras Al Khaimah | UAE

June 2020

### IGCSE O-Levels

Physics | Math | Chemistry | ICT |

English Language School Pvt | Dubai | UAE

July 2017