

# NASREEN MUHAMMAD



Dubai, UAE



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## PROFESSIONAL SUMMARY

**Hard-working Customer Team Member providing first-class customer satisfaction** through excellent **product knowledge** and enthusiastic, friendly service. **Ensuring smooth-running sales floor duties**, carrying out tasks effectively and efficiently to **achieve targets**. Smoothly uncovers and **solves challenges** while **promoting company products** and **maintaining** loyal, **satisfied customers**.

## WORK HISTORY

### Processing Executive Cum Customer Service Team

Emirates International Securities(An Emirates NBD), Dubai, UAE

- **Involved** in the prestigious **NASDAQ Dubai IPO project**, **coordinating** with **processors** and corresponding with them.
- **Spoke** to **VIP clients** and **maintained** a **corporate relationship** with them.
- **Performed customer services**, queries and request **over** the **phone** on a **daily basis**.
- **Managed** day to day **operations** include daily **client registrations** in back office system (Trade Net), **attending online trade queries**, **liaising** with **external parties** (i.e. customers and brokers).

### Processing Executive - Payments and Remittances

National Bank of Dubai( An Emirates NBD Co.), Dubai, UAE

- **Involved** in the back office of the **Remittance** and **Payments Department**, **coordinating** with **payments** and **remittances** to be processed and **sent** to **Central Bank** before the cut off.
- **Prepared Manual Vouchers, Journal Entries** (Debit / Credit Entries), **payment vouchers** (i.e. TT/s and remittances), Payment and Remittance Reconciliations, to **match debit** and **credit entries** at EOD with **Central Bank Instructions**.
- **Increased profitability** and productivity by **minimizing downtime** and streamlining **quality control procedures**.

### Customer Service Team Coordinator

DU Telecom, Dubai, UAE

- **Maintained** day to day job including **receiving bill payments** from **customers**. **selling** of **prepaid** and **postpaid simcards**.
- **Introduced latest mobile devices** in the **market** to provide

## SKILLS

- **Resolution management**
- **Exceptional customer service**
- **Client management**
- **MS Office**
- **Banking Core Interface**
- **Lotus Notes**
- **Trade Net**
- **Internet Applications and Windows**
- **Swift problem solver**
- **Business administration**
- **Quality assurance**
- **Sales and marketing strategy**
- **Strategy development**

**customer satisfaction** by resolving their complaints

- **Maintained positive** and **professional attitude** toward **customers** to foster positive experiences **resulting** in **repeat purchases**.
- **Enhanced productivity levels** by anticipating needs and **delivering outstanding support**.

### **Sales and Marketing Promoter**

Huawei | Device (GITEX 2012)

- **Achieved daily sales target** by using outstanding communication and **interpersonal skills** to quickly build **positive customer relations** for effective deal closing.
- **Leveraged industry trends** and competitive analyses to **improve customer relationship**-building and **getting** the **feedback's** from **customers**.
- **Developed** innovative, cost-efficient product **marketing plans**, analysing performance to **improve campaign** effectiveness and **approached every buyer**.

### **Insurance Coordinator**

Neuron(2016)

- **Involved** in the prestigious **Emirates I.D Project** that included **Linking Traditional Insurance Cards** with the Emirates ID.
- Consistently met **client satisfaction goals**, **identifying areas** in which the client may **require aid** and **proposing solutions**.
- **Reviewed accounts receivable reports**, insurance contracts, and weekly and monthly **financial reports**.

## **EDUCATION**

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### **SSC**

H.H. Sheikh Rashid Al Maktoum Pakistani School - Dubai

### **General Education Development(American 12th Grade)**

American College of Dubai - Dubai

### **Advanced Diploma, Business Administration**

City of London College - London

### **B.SC, Business Administration**

American Heritage Univ. of Southern California - California