

# NAZAR YOUSUF

## CONTACT

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- 30 May 2003
- Bangladesh
- Manual Light Vehicle License

## EDUCATION

### WESTFORD UNIVERSITY

BA HONS WITH INTL BUSINESS FINANCE  
2022

### LONDON AMERICAN CITY COLLEGE

BBA 1st Year Diploma  
2021

### THE WESTMINSTER SCHOOL

O LEVELS  
2020

## SKILLS

- Lead Generation
- Management
- Digital Marketing
- Planning Abilities
- Computer: EXCEL
- Communication
- Salesforce
- B2B sales

## LANGUAGE

- English : C2
- Urdu : C2
- Hindi : C2
- Bangla : Native
- Arabic : B2

## ABOUT ME

I'm a versatile creative worker that is Passionate and experienced in customer service professional with a proven track record of delivering exceptional support and building strong customer relationships. Skilled in effective communication, problem-solving, and managing customer inquiries with patience and efficiency. Proficient in using customer relationship management (CRM) systems to enhance service delivery and customer satisfaction. Dedicated to providing a positive customer experience and continually seeking ways to improve service processes. Capable of meeting demands in hectic work conditions with ease. I am a committed professional that is results-driven and has a love of learning. having years of experience in a variety of fields.

## WORK EXPERIENCE

### SUPERVISOR

#### Al Shaba Cars Washing (01.2023 -Present)

- Oversaw day-to-day operations of the car washing facility, ensuring efficient and quality service delivery.
- Maintained inventory levels and ordered supplies as needed to ensure uninterrupted operations.
- Managed cash registers, processed customer transactions accurately, and provided receipts.
- Handled cash, credit, and debit card payments, reconciling registers and preparing daily reports.
- Maintained a balanced cash drawer and ensured cash-handling procedures were followed.
- Negotiated with suppliers to secure cost-effective purchasing agreements and minimize expenses.
- Assisted customers with inquiries, issues, and service recommendations, ensuring a positive experience. and service recommendations, ensuring a positive experience

### Customer Service Representative

#### Dubai Fitness Challenge (10.2024 - 11.2024)

- Delivered prompt, professional, and personalized assistance to customers via phone and email
- Resolved customer inquiries, complaints, and technical issues with a 95% first-contact resolution rate.
- Improved customer retention by fostering strong relationships and resolving issues effectively

### Call Center Representative

#### Copart Auctions Dubai (08.2024- 10.2024)

- Handled high volumes of inbound/outbound calls to address customer inquiries, complaints, and requests.
- Resolved complex issues efficiently by identifying root causes and providing tailored solutions.
- Provided timely and effective solutions to customer issues, ensuring satisfaction and retention

# CERTIFICATION

- **PASSENGER GROUND SERVICE AGENT**
- **FOUNDATION IN TRAVEL AND TOURISM**

## PROMOTER

Emirates NBD/Liv (06.2024 - 08.2024)

- Developed an in-depth understanding of financial products and services (e.g., accounts, loans, cards, or digital banking solutions) to effectively educate customers and address their needs.
- Successfully engaged potential customers to promote Emirates NBD or Liv. products/services, building trust and long-term relationships
- Consistently met or exceeded sales targets, demonstrating strong persuasive and negotiation skills.

## TICKET VALIDATOR

SS EVENTS, DUBAI CRICKET STADIUM (01.2024 - 02.2024)

- Coordinated with event organizers and other crew members to ensure seamless event execution
- Assisted in the setup and teardown of event venues.
- Managed crowd control and provided customer service, ensuring safe and enjoyable experience for attendees.

## CASHIER

Borders (12.2023 - 01.2024 )

- Process customer transactions accurately and efficiently using cash registers and POS systems
- Handle cash, credit, and debit transactions while maintaining a high level of accuracy
- Provide exceptional customer service, addressing inquiries and resolving issues promptly.

## HOST

Cop 2028 (11.2023 - 12.2023)

- Greeted guests with a warm and friendly demeanor, providing a positive first impression of the establishment.
- Assisted customers with inquiries, reservations, and requests, providing excellent customer service.
- Assisted in the coordination of crowd control, guiding attendees during entry and exit to optimize the flow of foot traffic.

## PROMOTION

LENOVO, Sharaf DG (10.2023 - 11.2023)

- Gained in-depth knowledge of Lenovo products, including laptops, desktops, and accessories, to provide accurate information and recommendations to customers.
- Engaged with a diverse range of customers, understanding their needs and offering tailored solutions to enhance their computing experience. Actively participated in
- promotional events and campaigns, contributing to increased product visibility and sales.

## CUSTOMER SERVICE CALL CENTER

Threads (08.2023 - 09.2023)

- Handled a high volume of incoming customer calls, providing information, resolving issues, and addressing inquiries.
- Maintained a professional and empathetic demeanor to ensure a positive customer experience.
- Assisted customers with product or service-related questions, troubleshooting, and technical support.
- Effectively used CRM software to document customer interactions, update records, and track issues to resolution.

## FREELANCER

- Health insurance, Car insurance and Airline tickets. Offer services to clients on a project-by-project basis. Have expertise in a specific field or skill, and work independently to complete assignments for various clients.

## INTERN PGSA

Sharjah International Airport (12.2021 - 01.2022)

- Assisted in passenger check-in processes, including ticketing, baggage handling, and security procedures. Greeted and provided assistance to passengers, addressing inquiries and ensuring a positive experience.
- Contributed to the maintenance of a clean and organized passenger terminal area.