



NAVIDA WAQAS

Customer services specialist

+971-52-3300717

Navidawaqas@gmail.com

506 MS Al Mulla Building Al Nahda 1

EDUCATION

Masters of Arts
Islamia University BWP
2018 - 2020

Bachelor of Arts
Islamia University BWP
2016 - 2018

EXPERTISE

Communication

Adaptability

Relationship
Building

Team Player

Empathy

LANGUAGE

English

Urdu

Hindi

ABOUT ME

An organised, results-oriented Customer Service Professional with an excellent track record of significantly increasing service quality, sales and customer base. Outstanding communication, relationship-building and influencing skills; competent in building customer relationships which inspire confidence and loyalty. A highly efficient individual with extensive team leadership experience, able to adapt well to new environments and learn new processes quickly.

WORK EXPERIENCE

Oct 2023 - Present
Hertz Car Rental - Dubai Airport
Customer Services Executive

- Listen to customers' concerns, issues and questions.
- Resolve customers' concerns and answer customers' questions to your best ability.
- Maintain a positive attitude and calmly respond to customers' complaints.
- Answering customer's queries over phone and emails.
- Prepare all the contracts and payment links for customer in advance to save time.
- Responsible to charge any extra charges such as Salik or Fuel consumption.
- Making sure to provide excellent service and support to customers so they can leave us a good review score.

Jan 2021 - Sep 2023
Value Pets LLC - Dubai Production City
Customer care representative

- Assisted customers with varying questions using product knowledge and service expertise.
- Handled customer complaints, providing appropriate solutions to guarantee positive outcomes.
- Answered customer telephone calls promptly and improved on-hold wait times.
- Assisted customers with product complaints, logging issues for investigation and providing replacement items.
- Handled phone, email and social media enquiries with consistent customer service across multiple channels.
- Consistently achieved service rating targets, managing customer enquiries with personalised care and attention.

REFERENCES

Reference available Upon Request