

SADIA AKRAM

Cell # +971523412157

E-mail: sadia.akr75@gmail.com



CAREER SUMMARY:

An organized, results-oriented Customer Service Professional with an excellent track record of significantly increasing service quality and customer base. Outstanding communication, relationship-building and influencing skills, competent in building customer relationships which inspire confidence and loyalty.

SKILLS & EXPERTIES:

- Energetic and cooperative – Adept at motivating others and leading.
- Positive & pro-active attitude towards work.
- Ability to work independently and as part of a team.
- Ability to multitask and prioritize daily workload

PROFESSIONAL EXPERIENCE

PATRIOT REAL ESTATE (DUBAI)

Designation: Property Consultant

Duration: January 2021 till January 2022

- **Responsibilities:**

- Provide guidance and assist clients in marketing and purchasing property at right price under the best terms
- Determine clients' needs and financials abilities to propose solutions that suit them
- Intermediate negotiation processes, consult clients on market conditions, prices, legal requirements and related matters, ensuring a fair and honest dealing.

- Perform comparative market analysis to estimate properties' value
- Display and market real property to possible buyers and tenants.
- Prepare necessary paperwork (contracts)
- Add posting on CRM

DESCON Engineering Limited (Pakistan)

Designation: Customer Service Officer

Duration: August 2015 till September 2020

- **Responsibilities:**

- Update customers about the available manpower requirements.
- Handle customer complaints and concerns regarding their visa processing.
- Update all the documents required for their job in the CRM.
- Keep records of customer interactions, process customer accounts and file documents, providing accurate, valid, and complete information via all tools in a timely manner using the internal processing systems.
- Analyze customer feedback to identify root causes, taking action to improve short and long-term customer satisfaction
- Responsible for maintaining record of all daily correspondence mail, documents etc.
- Provide assistance in conducting interviews during recruitment campaigns
- Fulfill manpower requirements received from overseas clients in UAE, QATAR and KSA like ADNOC, Petrofac and Qatar Petroleum etc.
- Visa processing and mobilization of employees.
- Responsible for making record of overall Manpower strength in different divisions(within the company and on overseas projects and plants)
- Recruitment of employees
- Administrative Responsibilities
- Centralized System Management
- Other tasks assigned by management

MOBILINK GSM – Contact Center (Pakistan)

Designation: Customer Service Representative

Duration: April 2011 to August 2015

- **Responsibilities:**
 - Customer support on inbound and outbound calls.
 - Provided updated information about various products and services
 - Identify, research, and resolve customer issues in updated software SIEBEL CRM.
 - Build sustainable relationships and engage customers by taking the extra mile
 - Always meet Quality standards and process
 - Up sell new features and promotions.
 - Conducted training sessions for new hire

PERSONAL DETAILS:

- Nationality : Pakistani
- Visa Status : Resident Visa

ACADEMIC QUALIFICATION:

- Master's Degree (International Relations) - University of Punjab (Pakistan)
- Bachelor's Degree (Arts) - University of Karachi (Pakistan)

LANGUAGES:

- English
- Urdu
- Hindi