



Asma Muhammad

Date of birth: 06/01/2002

Nationality: Pakistani

CONTACT

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(Home)

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ABOUT ME

Customer service representative / receptionist / coordinator.

To work in a challenging and dynamic environment and to maintain value addition to the organization I represent and serve, while developing my skills and knowledge at the same time.

WORK EXPERIENCE

01/12/2022 – CURRENT Dubai , United Arab Emirates

Relationship officer Innovation rak bank

- Increase credit card customers
- Engage and educate customers on product usage
- Convey brand information to customers and respond to questions/ inquiries that arise
- Responsible for daily/monthly sales targets
- Investigate and address competitors' activities
- Prioritize and schedule proactive calls to organization's accounts
- Update and manage contact database with accurate profiles, notes, and relevant information

25/11/2022 – 10/12/2022 Dubai , United Arab Emirates

Promoter Majid al futtaim

- Demonstrating and providing information on promoted products/ services.
- Distributing product samples, brochures, flyers etc.
- source new sales opportunities.
- Using lectures, films, charts, and/or slide shows.

01/04/2022 – 25/11/2022 Dubai , United Arab Emirates

Relationship officer DEEM FINANCE / finarise commercial broker

- Increase credit card customers
- Engage and educate customers on product usage
- Convey brand information to customers and respond to questions/ inquiries that arise
- Responsible for daily/monthly sales targets
- Investigate and address competitors' activities
- Prioritize and schedule proactive calls to organization's accounts
- Update and manage contact database with accurate profiles, notes, and relevant information
- Undertake training on the firm's markets and products, and improve on selling skills
- Match sales opportunities that cover other products involving various sales representatives
- Bargain customer pricing contracts with third party providers.

01/03/2022 – 01/04/2022 Dubai , United Arab Emirates

Receptionist DEEM FINANCE

- Meeting and greeting clients.
- Booking meetings.
- Arranging couriers.
- Keeping the reception area tidy.
- Answering and forwarding phone calls.
- Screening phone calls.
- Sorting and distributing post.

22/12/2020 – 01/01/2022 Dubai, United Arab Emirates

Retail entrepreneur Makeup company on Instagram

- Demonstrating at all times patience and courtesy in any circumstances to maintain current clients.
- Maintaining current customers via e-mail, phone calls, obtain new clients as needed.
- Handled selection, purchasing, and import of Asia collectibles and antiques.

20/01/2018 – 01/10/2021 Dubai, United Arab Emirates

Graphic designer Online

- Created 100+ page designs and 20+
- wireframes for several client websites. Used Photoshop, Picsart, and imovie. in daily production.
- Frequently integrated photographic, graphic, and typographic elements.
- Commended 4x by management for Photoshop skills.

01/03/2019 – 01/06/2019 Sharjah, United Arab Emirates

Customer service agent EMAX city center Sharjah

- Provided excellent quality customer service by patiently listening and communicating company policies with empathy.
- Always maintained a positive attitude in a fast-paced environment.
- Resolved customer problems and complaints by clarifying the issue, explaining the best solution.

EDUCATION AND TRAINING

01/08/2018 – 01/08/2021 Sharjah, United Arab Emirates

12th graduated, science/ medical The modern American international school, Sharjah

Address Sharjah, United Arab Emirates | **Field of study** Medicine, Pharmacy, Child care and youth services |

Final grade 97.6%

25/08/2015 – 17/08/2018 Dubai, United Arab Emirates

Business classes The American international school, Dubai

Address Dubai, United Arab Emirates | **Field of study** Finance, banking and insurance, Management and administration, Wholesale and retail sales, Work skills, Marketing and advertising | **Final grade** 97%

LANGUAGE SKILLS

MOTHER TONGUE(S): Urdu | Arabic

Other language(s):

English

Listening
C2

Reading
C2

Spoken production
C2

Spoken interaction
C2

Writing
C2

Urdu

Listening
C2

Reading
A1

Spoken production
C2

Spoken interaction
C2

Writing
A1

Hindi

Listening
C2

Reading
A1

Spoken production
C2

Spoken interaction
C2

Writing
A1

DIGITAL SKILLS

Microsoft Office | Microsoft Excel | Microsoft Word | Microsoft Powerpoint | Word | WhatsApp | Good use of online advertising tools (Google Ads Facebook Instagram Ads) | Ability to Work Under Pressure | E-mail use | I have a good command of photo editing (Picsart) | Photoshop Lightroom VSCO Snapseed PicsArt Canva | knowledge of maths

ADDITIONAL INFORMATION

Management and leadership skills

- **Head girl** I've been voted for head girl in senior year (The modern American International school), who has the maturity and ability to perform duties of rank and consequence among her classmates and responsible for representing the school at events, and makes public speeches.