

Tayyaba Sheikh

Cabin Crew Gr. 2

Address: Dubai, UAE
Email: Tayyabahafeezshk786@hotmail.com
Phone: (058) 698 4508
Visa Status: Company Visa - Aug 2020
Birth Date: Oct 20, 1993
Nationality: Pakistani
Religion: Islam
Marital status: Married



To be part of a highly competent and professional working environment in a reputable company that offers genuine career growth in exchange of persistence in hard work.

WorkExperience

CABIN CREW GR.2

Emirates Airlines (Dubai)

October 2019- June 2020

- Providing world class customer service to all passengers ensuring their comfort and safety throughout the flight.
- Servicing the customers attending to their requirements, orders and addressing their complaints.
- Going an extra mile and embracing it as an opportunity to provide highest quality service maintaining the standards of Emirates Airlines.
- Staying up to date with all new flight instructions/ACI
- Well trained to handle emergency and evacuation procedures and responding to medical situations.
- Conducting safety and security search.
- Ensuring safety of aircraft and customers staying vigilant throughout the flight.
- Working under pressure and time constraints.
- Giving customers a memorable and personalized experience.
- Ensuring customer satisfaction at all times in flight.

LIVE WEB AGENT

Delta Force

Aug2017 – Sept 2018

- Handle customer queries.
- Co-ordinate with booking office.
- Educate customers of ongoing and new offers.
- Prepare sales report upon request.
- Maintain quality check to ensure error free sales.
- System train new joiners.
- Pro-actively handle complaints.
- Online advertisements.
- Create and maintain client accounts.
Enhance customer experience

FRONT DESK REPRESENTATIVE

Warid Communication (Pakistan)

(Mobile Service Provider)

Jan 2017 – Jul 2017

- Dealing with walk-in customers for their enquiries
- Filling the applications for mobiles registration.
- Explain the features of mobile and SIM cards facilities.
- Taking customer feedback to enhance services.
- Preparing weekly reports for number of sim activations.
- Preparing presentations for newly launched promotions.
- Prepare appraisal forms for existing employees.
- Consolidate sales report.
- Learn about ongoing competition and bring in new promotion ideas.
- *Follow up customers after sales to ensure service satisfaction*

Customer Support

Telenor (Pakistan)

May 2016 – Dec 2016

- *Assisting customers with their package subscription.*
- *Customizing packages as per Customer needs.*
- *Handling complaints at franchise.*
- *Achieving sales target with team with number of new activations.*
- *Attend training events for new promotional updates.*

TELEMARKETING REPRESENTATIVE

Ensign Communique (Pakistan)

(A subsidiary of Pakistan Air Force)

Jun 2015 – Apr 2016

- To achieve the Sales' Targets through teamwork.
- Update the product information.
- Handling the customer's feedback regarding the product.
- Presenting the best information with loyalty and sincerity.
- Acknowledging and learning new tasks

EducationalQualification

Association of Chartered Certified Accountants (ACCA)	KnS School of Business Studies	Pakistan
	Abeel School of Accountancy	Pakistan
	CAMS	Pakistan
Advance levels	Beaconhouse Schooling System	Pakistan
Ordinary levels	St. Peter's High School	Pakistan
High School	St. Peter's High School	Pakistan

InterestsActivities

- Computer, books, music, and painting.
- Playing sports, cycling.