



**Aqsa Humayun**

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**DOB : 12/03/1997**

**GENDER: FEMALE**

**NATIONALITY:**

**Pakistani**

**PASSPORT NUMBER:**

**AA6242153**

**VISA STATUS:**

**UAE RESIDENCE VISA**

**EMIRATES ID:**

**784-1997-6928765-9**

**LANGUAGES KNOWN:**

**ENGLISH,**

**URDU and HINDI**

**(READ & WRITE)**

## Career Objective

To build career in a growing organization, where I can get opportunities to prove my abilities by accepting challenges, fulfilling the Organizational goal and climb the career ladder through continuous learning and commitment.

## Employment History

### Roads and Transportation Authority

#### Customer Service Agent

Jul 2019 - March 2020

- Attending general calls for taxi bookings and follow ups.
- Providing customer service as per Quality Standard.
- Responding to all inquiries through emails.

*Key Skills: CSR | Data Management /Marketing*

### Al Dehdar Tourism

#### Office Coordinator

Feb 2018 - June 2019

- Attending sales team and also generating sales leads.
- Keep the record of the customers.
- General orientation to the new employees.

*Key Skills: Customer Service | Data Management | Administrator*

### Al Buhaira Management Consultancy

#### Customer Service Officer

Jan 2017- Jan 2018

- Attending customer calls for general inquiries related to Visa procedures.
- Providing administrative support related Immigration.
- Handling documents and verifications.

*Key Skills: Customer Service | Data Management | Administrator | Support*

### Etisalat

#### Customer Service Representative

Nov 2015- Dec 2016

- Attending customer calls for general inquiries related to Wasel and other Etisalat Products.
- Providing technical support over the calls.
- After sales support to the dealers and resellers for new Wasel Connections

*Key Skills: Customer Service | Sales | Administrator | Support*

## ● EDUCATION

- 2017 2019 – Completed Bachelor's from The New Wolverhampton University
- 2014-2016- Higher Education from Omer Bin Al Khattab Pakistan Islamia High School

## ● SKILLS

- Excellent Knowledge in all relevant computer Application and internet.
- Ability to work in a team and individual environment.
- Encouraging attitude with a strong capability of inspiring others.
- Responsible attitude aimed at ensuring positive outcomes of assigned projects.
- Exceptional relationship building skills target at ensuring teamwork and effective customer service.

## ● DECLARATION

I solemnly declare that all the above information is correct to the best of my knowledge and belief.