



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.