

Faizan Mir



Experience

July 2018- August 2019 (Customer Service Representative ~ 1 Year)

Customer Service Representative - Vibes Events & Exhibition Co.

- ✓ Maintained a positive, empathetic and professional attitude towards customers at all times.
- ✓ Communicated and coordinated with colleagues as necessary
- ✓ Provided accurate, valid and complete information by using the right methods/tools
- ✓ Identified and assessed customers' needs to achieve satisfaction
- ✓ Built sustainable relationships and trust with customer accounts through open and interactive communication

May 2017–June 2018 (Cashier/Accountant ~ 1 Year)

Cashier/Accountant – WoW Events and Exhibitions.

- ✓ Managing accounts by tallying the amounts received against the tickets sold.
- ✓ Taking the responsibility for the amount received and then handing it over to supervisor after shift ended.
- ✓ Made sure VAT amounts were separated and made an excel sheet of VAT.
- ✓ Maintained ledger book/excel of all the transactions done that had to be mailed to headquarters at the end of shift.

Mar 2015–Apr 2017 (Call Center Agent ~ 2 Year)

Call Center Agent - Etisalat

- ✓ Managed and resolved all sorts of queries / complaints from customers
- ✓ Identified and escalated issues to higher management
- ✓ Placed customer orders in the computer system
- ✓ Imparted product awareness to the customers
- ✓ Provided after sales services
- ✓ Processed order, forms and application
- ✓ Routed calls to appropriate resources if necessary
- ✓ Followed up customer calls where necessary



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Education

Curtin University, Dubai, UAE

- Currently enrolled in MBA program.

SZABIST, Dubai, UAE

- Completed BBa(Hons) majored in Finance with the CGPA of 3.0. Thesis was conducted on impact of VAT on UAE's inflation and interest rates.

Skills

- Proficient with Microsoft applications (Word, Excel, PowerPoint) and QuickBooks & Tally
- Operating Systems: All versions of Windows, Android and MAC OS
- Words Typed/Second: 50

Languages

- | | |
|------------|--------------------|
| • English- | Read, Write, Speak |
| • Urdu- | Read, Write, Speak |
| • Hindi- | Speak |
| • Punjabi- | Read, Write, Speak |
| • Arabic- | Read, Write |

References

[Available upon request.]

