




Maria Jameel

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 Dubai, United Arab Emirates

SKILLS

- Supply chain and resource management
- Customer Satisfaction
- Organization
- Communication
- Team Management
- Creative problem solving
- Skilled Multitasker
- Operational Improvement
- Computer Proficient
- Administrative Support
- Multilingual

Education

- University of Gujrat:
Master In Business Administration
- Superior College Gujrat:
BSC in Double Mathematics & Physics

❖ ABOUT ME

Energetic and optimistic customer service representative, and to bring my strong sense of dedication, motivation and responsibility to the company

Also, An Art Aficionado and An active Reader.

❖ WORK EXPERIENCE

Bsquared wifi

Customer Relationship officer / Sales Executive

- Interact with customers handle complaints, and their reservations.
- Daily communications with customers and merchants on relevant issues and resolution.
- process orders
- Pro-actively identify problems and swiftly implement solution.
- Ensure all contractual obligations, agreements are in compliance.
- Gathered, logged and monitored all shipping data.
- Managed shipment schedules to maximize productivity and cut costs.
- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Meeting with clients virtually or during sales visits
- Demonstrating and presenting products
- Receive and report on all sales leads
- Supervise sales representatives and assistants
- Develop positive relationships with clients

INTERESTS



Sport



Bycicle



Travel



Music

EFU, GUJRAT

2019 - 2020

Customer services/Marketing

- Take the extra mile to engage customers
- Ensure high levels of customer satisfaction through excellent
- Keep records of customer interactions, process customer accounts and file documents
- Manage large amounts of incoming phone calls

Muslim Commercial Bank

2018 - 2019

Customer Relationship Manager

- Welcome customers to the store and answer their queries.
- Ensure high levels of customer satisfaction through excellent sales service.
- Assess customers' needs and provide assistance and information on product features.
- Maintain in-stock and presentable condition assigned areas.
- Remain knowledgeable on products offered and discuss available options.
- Comply with inventory control procedures.
- Suggest ways to improve sales and productivity.

Current Visa Status

Visit Visa

Dubai, UAE

