



MUHAMMAD FAISAL SALEEM



🏠 Ajman, United Arab Emirates 📞 +971521461529 ✉️ faisalsaleem48@outlook.com

Date of birth
22-12-1989

Nationality
Pakistani

LinkedIn
Faisal-saleem-9b1a66128

A dedicated and enthusiastic professional with 9 years of working experience in corporate sectors such as Emirates Group at Dubai International Airport, IML Group, PlugIns Electronics, Etisalat & Empost. Diversified skills in customer service, up-selling products, sales, marketing, processing and call centre. High-performing, strategic thinking with extensive experience in sales. Highly skilled at relationship-building with clients and across organizations and teams; exceptional writing, presenting, and interpersonal communication skills. Adept at assessing needs, generating options, and implementing solutions to customers. Skilled in Search Engine Optimization, MS Office, CRM, Statistical Data Analysis, Corporate Communications & Market Research. I'm currently pursuing Master's of Business Administration in International Business Management from Geneva Business School.

WORK EXPERIENCE

Cargo Agent 2018 - 2020

Emirates Group, Dubai

Working with the Team leaders in transporting cargo.
Accomplish allocated tasks on the PDA, Departures and Arrivals.
Maintaining safety and sensitivity whilst performing tasks.
Assist in other air side operations including, sorting, loading and unloading cargo.

Customer Services Agent 2016 - 2018

Emirates Group, Dubai

Welcoming passengers as they arrive at the terminal counter.
Check-in passengers and verifying information by asking pertinent questions.
Ensuring information on tickets matches with passenger data on system.
Making sure both visas and luggage rules are complying with other countries regulations.
Taking requests for seat changes from passengers.
Issuing boarding passes after completing all the airline system requirements.
Weighing luggage and assessing hand luggage to determine weight and size allowances.
Tagging all the right checked in luggage of passengers.
Making sure on any special instructions such as fragile luggage is handled with care and tagged.
Assist passengers with alternate flight inquiries and attempt to fit them in on subsequent flights.

Brand Ambassador / Sales 2015 - 2016

IML Group, Dubai

Endorsing West brand cigarettes.
Selling, promoting and marketing their products at various locations.
Ensuring stock replenishment at all times.
Engaging with the customers and convincing them.
Generating a daily sales report and sending it to the Team leader.
Achieving the given sales targets on a daily basis.

Sales Merchandiser 2014 - 2015

PlugIns Electronics, Dubai

Selling and promoting Wiko smart phones.
Achieving the sales targets and focus on increasing sales.
Understanding customer needs and handling queries about products, prices and services.
Focusing on up-selling and cross selling.
Ensuring stock replenishment at all times.

Customer Care Representative 2013 - 2014

Etisalat Group, Dubai

Following up with the existing customers, handling their complaints and suggestions.

Examining customer application forms by verifying their documents.
Supporting sales executive team by strategizing techniques.
Coordination with sales team leaders to update client requirements.
Measuring daily sales targets achieved by sales teams (outdoor & indoor).
Work on tasks designed to maximize quality and minimize fraudulence.
Reporting to the CRM Manager for helping drive customer loyalty.
Retention through delivery of insights.
Completing sales requests at the earliest using Corporate Billing Customer Management (CBCM) software.

Call Centre Representative / Processor

2011 - 2013

Empost, Dubai

Making calls (Outbound) and updating the call status.
Acquiring locations and dispatching couriers.
Implementing CRM, providing relevant feedback.
Coordinating with sales & marketing teams.
Preparing monthly records of orders received and delivered.
Invoice auditing on daily basis, Preparing & reconciling account balances.
Assisting inventory controlling staff in maintaining inventory records.
Arranging couriers according to the area which they have to be delivered.

EDUCATION & QUALIFICATIONS

Master's of Business Administration in International Business Management

2018 - 2020

Geneva Business School, Dubai

Associate Diploma in Information Technology

2010 - 2012

Preston University, Ajman

General Certificate of Education (GCE) Advanced Subsidiary Level

2007 - 2008

Arab Unity School, Dubai

International General Certificate of Secondary Education (IGCSE) Ordinary Level

2006 - 2007

Al Sadiq Islamic English School, Dubai

SKILLS

MS Office Suite	Expert
Adobe Creative Suite	Expert
Excellent Communication	Expert
Analytical with an eye for detail	Expert
Excellent organization	Expert
Problem- solving skills	Expert
Polished convincing & negotiation skills	Expert

LANGUAGES

English, Urdu and Arabic