



# PAINDA BATOOL EJAZ AHMED

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## PROFESSIONAL SUMMARY

Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results. Motivated Operations experienced in seasonal roles with a superior talent for getting up to speed quickly and driving sales. Offers flexible schedule to work peak seasonal hours.

## CONTACT

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Location: Al Mankhool Road,  
Dubai – UAE  
Marital Status: Married  
Mobile:+971508559427  
Visa Status: Tourist

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## SKILLS

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- Administrative support
- Creative problem solving
- Staff education and training
- Top sales performer
- Telephone skills
- Shipping and receiving
- Basic computer knowledge
- Relationship-building
- Customer service expert
- Complaint handling
- Multi-line phone talent
- Microsoft Office
- Transportation solutions

## LANGUAGES

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Urdu , English , Hindi , Punjabi

## Work History

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### **Arrow Star Shipping & Logistics FZE , Dubai – UAE** **Administrative Assistant – Jan 2021- Oct 2021**

- Efficiently completed administrative tasks to guarantee compliance with company policies.
- Answers phone calls, schedules meetings and supports visitors.
- Administrative support to ensure efficient operation of office.
- Assisted customers by answering questions and solving problems.
- Trained new associates on cash register operations including opening, conducting customer transactions, and balancing drawer.
- Resolved customer issues using strong interpersonal skills and conflict resolution techniques.
- Assisted customers with store and product complaints.
- Guaranteed positive customer experiences and resolved all customer complaints.
- Carries out administrative duties such as filing, typing, copying, binding, scanning etc. ... Exhibits polite and professional communication via phone, e-mail, and mail.

**Foobar Delivery Services llc, Dubai – UAE**

## **Operations Supervisor/ Admin Assistant Jul 2020 – Dec2020**

- Developed and deepened relationships with customers, vendors, and internal stakeholders.
- Performed root cause analysis in deficient areas to identify and resolve central issues.
- Enhanced operational efficiency and reduced labor expenses by developing and optimizing standard practices.
- Reviewed documentation such as invoices and shipping paperwork for accuracy and compliance.
- Monitored supply chain and managed all logistics functions for the company.
- Monitored daily and weekly key performance indicators to maintain on-track status.
- Supported company growth by working constructively with sales team members to generate new business opportunities in line with service levels and budgeted costs.
- Managed office inventory and supplies and implemented inventory control measures to reduce expenditures and minimize excess supplies.
- Implemented process improvements based on the identification of productivity or quality issues.

## **Tabeer Tourism llc – Dubai ,UAE Administrative Assistant, Mar 2017 – Nov 2019**

- Managed clerical needs of company employees, including copying, faxing, and file management.
- Responded to telephone inquiries from clients, vendors, and members of the public.
- Created PowerPoint presentations for business development purposes.
- Displayed strong customer service skills in a professional telephone manner in order to resolve customer inquiries.
- Organized files, developed spreadsheets, faxed reports and scanned documents.
- Provided support for CEO and sales team in managing operation workflow.
- Handed client correspondence and track records to foster office efficiency.
- Improved productivity initiatives, including coordinating itinerary and scheduling appointments.
- Screened and verified visitors for identification credentials and purpose of visit to maintain personnel and office environment security.
- Helped senior clerical staff complete daily workloads.

- Managed office inventory by restocking supplies and placing purchase orders to maintain adequate stock levels.
- Coordinated itinerary and scheduled appointments with 100% accuracy.
- Requisitioned office supplies, assisted in payroll, performed record-keeping, and tracked time cards for all departmental office employees.
- Supported HR through personal document management, calendar organization, and collateral preparation for meetings.
- Prevented scheduling errors by demonstrating strong attention to detail while managing daily calendars and creating weekly or monthly reports and presentations.
- Provided comprehensive administrative and clerical support, including organizing files, creating spreadsheets, and imaging documents.

### **Soughat Tourism llc , Dubai – UAE**

#### **Costumer Care Executive, Aug 2015 – Mar 2016**

- Facilitated customer follow-up, maintaining clear, accurate records in Fresh desk.
- Trained new associates on cash register operations including opening, conducting customer transactions, and balancing drawer.
- Assisted customers with alteration appointments, special order requests, and arranged merchandise pick-ups at alternative locations.
- Cultivated strong value-added relationships with customers and drove business development by delivering product knowledge.
- Maximized transition efficiency and planned and executed physical relocation including floor plans, furnishings, and wiring placement.
- Interfaced with clients to determine marketing and design vision, define scopes of work, and establish budgets and deliverable schedules.
- Streamlined operational efficiencies, directing daily protocol, including strategic planning, quality assurance, packaging, marketing, logistics, warehousing, contracts, plant production, sales strategies, customer trade shows, and system management.

## **Desert Springs Tourism llc, Dubai – UAE Reservations Agent, Mar 2014 – Jul 2015**

- Liaised with contracted suppliers to research and resolve reservations issues.
- Organized memorable and exquisite travel itineraries and holidays for high-level clients, celebrities, politicians, and business executives.
- Booked travel accommodation for a party of 60 guests for a last-minute wedding.
- Asked open-ended questions to better ascertain client needs and determine the best travel offerings.
- Renegotiated contracts with preferred suppliers, increasing commission by 70%.
- Responded to clients' questions, issues, and complaints in a timely manner, and found appropriate solutions when needed.
- Discussed benefits and information regarding travel insurance with clients and ensured that they got the best rates.
- Arranged travel accommodation for groups, couples, executives, and special needs clients.
- Provided exemplary customer service to new and existing clients, which helped build lasting relationships and secure new travel assignments.
- Developed a loyal clientele base due to excellent listening and research skills and a keen understanding of travel budgets.

### **Education**

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Bachelor of Arts -  
University of Gujrat – Pakistan

### **Accomplishments**

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- Conflict Resolution - Responsible for handling customer account inquiries, accurately providing information to ensure resolution of product/service complaints and customer satisfaction.
- Used Microsoft Excel to develop inventory tracking spreadsheets.
- Monetary Transactions - Handled cash, check, credit, and automatic debit card transactions with 100% accuracy.
- Customer Relations - Earned highest marks for customer satisfaction, company-wide.
- Product Promotion - Up-sold products and motivated customers to upgrade current product plans.

