



## ABOUT ME

Looking for a position in customer service in which I can utilize my knowledge of computers and data entry skills. To obtain a job in which my years of customer service can benefit my team and company. I am seeking a position in an office environment preferably, where there is a need for a variety of office management tasks including - computer knowledge, organizational abilities, business intelligence and database program use

## SKILLS



## DRIVING LICENSE

Driving license category  
U.A.E Driving License

## PERSONAL DETAILS

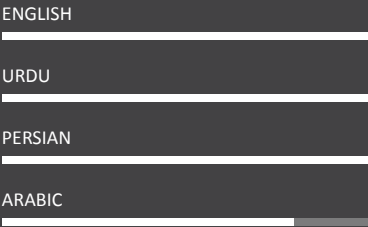
Date of birth  
18/01/2000

Nationality  
PAKISTAN

Visa status  
Resident Visa

Marital status  
Single

## LANGUAGES



# SAMEERA MAHMOOD

Sharjah - United Arab Emirates, UAE

+971568556988

Sameeramahmood88@gmail.com

## WORK EXPERIENCE

SNTTA - SHARJAH  
NATIONAL TRAVEL &  
TOURIST AGENCY  
Sharjah  
Aug 2017 - Sep 2018

### Customer Service Representative

Responsibilities :-

- Maintaining a positive, empathetic and professional attitude toward customers at all times.
  - Resolve customer complaints via phone, email, mail or social media.
  - Deal with customer complaints in a calm and professional manner
- Answer questions courteously regarding ticketing and baggage handling.
- Inform customer of deals and promotions
  - Identify and assess customer's needs to achieve satisfaction
  - Keep records of customer interactions, process customer accounts and file documents.

RAYA TRAVEL &  
TOURISM  
Sharjah  
Sep 2018 - Feb 2020

### Customer Service

Responsibilities :-

- Handling incoming calls or inquiries from prospective customers or clients
- Assists customers effectively by solving customer disputes
- Provides customer additional information or explains services
- Responding promptly to customer inquiries.
- Keeping records of customer interactions, transactions, comments and complaints.
- Completes supporting paperwork and data entry as required
- Accurately captures customer information
- Creates and maintains service reports

FAST BUSINESS CENTER,  
AJMAN FREE ZONE  
Liwara, Ajman Free Zone  
Feb 2020 - Present

### Front Desk Representative

Responsibilities :-

- Answer telephone calls in a professional and courteous manner within minimum rings.
- Gathered, organized and presented front desk, receipt and cashier data, created daily management reports.
- Maintain office supplies and forms necessary to carry out front desk activities.
- Schedule appointments for clients in accordant with established procedures.
- File bills of customers, providing receipt of money, and undertake and banking procedures.
- Scan, file, and fax documents and prepare them for mail-out
- Balanced cash drawer at the beginning and end of shift as well as researched and fixed any cash shortages/outages according to accounting and audit specifications.

## EDUCATION

THE EMIRATES  
NATIONAL SCHOOL  
Sheikh Khalid Bin Saqr  
Al Qasimi St - Sharjah  
2017

### High school diploma

## HOBBIES

MAKEUP ENTHUSIAST , PHOTOGRAPHY , TRAVELLING