



# SHARBEEN DOST MUHAMMAD

## Personal Details:

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**Passport No.:** BV5125412

**Birth Date:** 05-July-1992

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## Professional Summary:

Customer service results-oriented professional with an excellent track record of significantly increasing service quality. Highly passionate and enthusiastic for offering exceptional customer service, building strong customer relationships, and having problem-solving skills with 6 years of customer service experience. Seeking challenging opportunities with an eagerness to learn and grow.

## Education:

Limkokwing University, Malaysia  
*Bachelors in Business Management-2016*

Pakistan International School, Saudi Arabia-2013  
*Ordinary Levels (IGCSES)*

## Skill Highlights:

- *Offering best customer service*
- *Strong interpersonal skills.*
- *Active listening & empathy*
- *Multi-tasking, dependable & flexible*
- *Time management skills*

## Languages:

*English*  
*Urdu*  
*Hindu*  
*Sindhi*  
*Arabic*

## Work experience:

**SOMERIAN HEALTH, ABU DHABI AIRPORT, UAE – December 2021 to March 2022**

### **Data Encoder**

▪ *Responsible for sorting and processing data, answering phone calls, greeting/assisting passengers directing them appropriately. Maintaining passenger database. Ensuring efficient airport operations, professional communication, and carrying out administrative duties such as compiling, sorting and verifying the accuracy of data before it is entered.*

**SHAADI.PK, Pakistan – Feb 2018 to Jan 2020**

### **Business Development Executive**

▪ *Attracting new clients by innovating and overseeing the sales process for the business. Working with senior team members to identify and manage company risks that might prevent growth. Preparing and delivering packages to potential new clients. Communicating with clients to understand their package requirements and offering solutions suiting their financials.*

**STC, Saudi Arabia – June 2016 to May 2017**

### **Customer Contact Center Agent**

▪ *Answering phone calls, following-up with customers regarding phone plans supporting requests, assisting visitors directing them appropriately. Maintaining client database/record of renewals/non-renewals, working in a team for company projects expertising in task management and resolving client issues ensuring customer satisfaction. Ensuring efficient office operations, professional communication, and carrying out administrative duties such as filing, preparing cash receipts, bill payments, printing, copying, binding etc.*

**IKEA, Malaysia – Jan 2015 – March 2016**

**Administrative Assistant**

- *Providing administrative support to ensure efficient operations of office. Entering day-to-day activities to the software system. Coordinating with the warehouse and the store, checking inventory on prompt delivery, updating the system, dissolving customer complaints, assisting customers by checking product availability in the system and finding substitutes matching customers' needs.*

**ASCOTT, Malaysia - March 2014 to Dec 2014**

**Receptionist**

- *Meeting and greeting clients, diffusing customer complaints and booking rooms. Answering and forwarding phone calls and keeping the reception area clear of queues. Screening phone calls, notifying company personnel of visitor arrivals. Maintaining security and telecommunications system.*

**CREATIVE ACTION, Saudi Arabia - Feb 2013 to Jan 2014**

**Executive Assistant**

- *Welcoming visitors and identifying the purpose of their visit before directing them to the appropriate department. Managing the GM's calendar, including making appointments and prioritizing the most sensitive matters. Prioritizing emails and phone calls and gathering documents to prepare for meetings and sending reminders. Organizing international movements on visits for business meetings, hotel bookings and ticketing.*

**Achievements:**

- *Public speaking, social work & raising awareness for mental health, domestic violence & human trafficking through education.*
- *Appreciation letter for having daily work tasks performed accurately.*
- *Awarded Promptness badge for meetings.*
- *Organized successful charity events.*

**Hobbies:**

- *Volunteering & Community service.*
- *Event planning & Social gatherings.*
- *Photography.*
- *Travelling.*
- *Learning new languages.*
- *Badminton.*
- *Music.*