



Aisha Shoaib

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Dubai- UAE

Objectives:

Professional Customer service executive with a varied background. Knowledgeable in office management procedures, proficient understanding of popular computer software and other office equipment. Excellent customer service, with strong attention to detail and organization.

Soft Skills:

- Self-motivated
- Confident
- Customer Service
- Product knowledge
- Listening skills
- Resolving conflict
- Multitask
- Patience
- Negotiation
- Positive Attitude
- Adaptability
- Ability to work under pressure
- Quick learner
- Relationship building capability.

Professional Experience:-

INJAZ Real Estate Registration Trustee (UAE) (Nov- 2019 to Present)

Customer Service Executive:

As a customer service executive my job is to collect all the necessary documents and payments from our customers and forward it to the concerned department, and guiding our customer about the procedures.

Responsibilities:

- Open and maintain customer accounts by recording account information
- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Maintain financial accounts by processing customer adjustments
- Recommend potential products or services to management by collecting customer information and analyzing customer needs
- Prepare product or service reports by collecting and analyzing customer information
- Contribute to team effort by accomplishing related results as needed
- Manage large amounts of incoming calls
- Generate sales leads
- Build sustainable relationships of trust through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Resolve customer complaints via phone, email, mail or social media
- Greet customers warmly and ascertain problem or reason for calling
- Advise on company information

ASAS Holding Group of Companies (UAE) (April- 2017 to Sep- 2018)

Admin Secretary:

To work as an administrative secretary for “ASAS Holding LLC (GOC),” to handle general departmental management activities and execute delegated responsibilities as expected by the management.

Jobs & Responsibilities:-

- Composing letters, emails, newsletter, memorandum, and creating charts, graphs, and diagrams
- Answering telephone, emails, taking and distributing messages, and overseeing incoming and outgoing mail
- Participating in meetings, taking minutes, and preparing summary
- Scheduling meetings and reserving rooms for presentation, training, and meetings
- Maintaining files, financial, attendance, and purchase records
- Reviewing and suggesting changes in syllabus and processing forms
- Handled clerical, secretarial, and organizational tasks
- Maintained log books, typed and filed correspondence, and collected data
- Coded, updated, retrieved, and retained records

Landmark Shipping LLC (UAE)(JUL 2016 to Feb- 2017)

Receptionist:

As a receptionist I was the first point of contact for the company and I am providing administrative support across the organization. I am handling the flow of people through the business and ensure that all receptionist responsibilities are completed accurately and delivered with high quality and in a timely manner.

Duties & Responsibilities:

- Serve visitors by greeting, welcoming, directing and announcing them appropriately
- Answer, screen and forward any incoming phone calls while providing basic information when needed
- Receive and sort daily mail/deliveries/couriers
- Maintain security by following procedures and controlling access (monitor logbook, issue visitor badges)
- Update appointment calendars and schedule meetings/appointments
- Perform other clerical receptionist duties such as filing, photocopying, collating, faxing etc.

SANA SAFINAZ Karachi, Pakistan (May 2015- Jan 2016)

Sales Executive:

I have passionately worked as a receptionist cum sales executive for Sana safinaz famous ladies boutique. My job was to help customers to explain them the qualities of the product. I had to give a little presentation of the product and give satisfactory answers to their questions.

Duties and Responsibilities:

- Ensure high levels of customer satisfaction through excellent sales service
- Assess customers' needs and provide assistance and information on product features
- "Go the extra mile" to drive sales
- Maintain in-stock and presentable condition assigned areas
- Actively seek out customers in store
- Remain knowledgeable on products offered and discuss available options
- Cross sell products
- Team up with co-workers to ensure proper customer service
- Build productive trust relationships with customers

Educational Background:

FA (Arts) Passing Year -2018

Govt. Degree College Gulshan-e-Iqbal, Karachi

Matriculation Passing Year - 2014

White Rose Grammar School, Karachi

Software skills:

- Microsoft word
- Microsoft excel
- Power point

- Outlook
- Internet browsing

Interests:

- Reading and writing
- Socializing with friends
- Blogging
- Influencer
- Puzzles

Language Fluency:

- English (Fluent)
- Urdu (Native)
- Hindi (Fluent)
- Arabic (Beginner)

Personal details:

- Date of birth: 12-Jun-1997
- Nationality: Pakistani
- Marital status: Single
- Visa status: Employment

References:

Upon request