



Atif Abdullah

Admin Assistant | Customer Service | Data Entry Specialist | Data Analyst

📍 **Home :** Jabil Ali, Dubai, United Arab Emirates

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Gender: Male **Date of birth:** 21/08/1996 **Nationality:** Pakistani

ABOUT MYSELF

An organized, results-oriented Customer Service Professional with an excellent track record of significantly increasing service quality, sales and customer base. Outstanding communication, relationship-building and influencing skills; competent in building customer relationships which inspire confidence and loyalty.

WORK EXPERIENCE

**[12/01/2024 – Current] Customer Services Representative/ Hospitality
Road and Transport Authority (RTA)**

City: Dubai | Country: United Arab Emirates

- Managed customer inquiries and problems in a dynamic environment of Road and Transport Authority (RTA),
- Handled 100 plus customers daily with a focus on resolving complaints and inquires.
- Adhered to regulatory compliance standard for all customer interaction, ensuring 100% compliance score in my location,
- Reduced case resolution time by 30% through proficient communication and understanding the issue.
- Increase customer's satisfaction by 20% with proactive issue management.

**[11/03/2019- 04/01/2024] Administrative Assistant (Sales)
Friends Medicine Services PVT LTD**

City: Kotli | Country: Pakistan

- Played a crucial role in supporting an array of administrative task in a fast paced corporate environment.
- Assisted in organizational restructuring office files, resulting in 20% increase in operational efficiency.
- Supporting a team of 15 staff member by managing their schedules and meetings.
- Help reduce paper use by 30% by transitioning the office to a new digital system.

**[02/02/2017 – 06/01/2019] Data Entry Clerk
Friends Medicine Services PVT LTD**

City: Kotli | Country: Pakistan

- Typing data directly and accurately with an average speed of 40WPM with 98% accuracy.
- Review data for error and create report to make data easier to understand and 100% accurate.
- Maintain customer account and update existing data to make the work 50% easier to access.
- Perform administrative task verifies and logs receipt of data.

EDUCATION

- [25/09/2014 – 25/09/2018] **Bachelor of Computer Science**
University of Kotli
City: Kotli | Country: Pakistan
- [12/12/2013 – 15/12/2014] **Higher Secondary School Certification**
Government Inter Science College
City: Kotli | Country: Pakistan
- [15/03/2011 – 17/03/2012] **Secondary School Certification**
Fauji Foundation Model School
City: Kotli | Country: Pakistan

Certification

❖ Empowering the Effective Communication

❖ Handling the Difficult Customer

- Course from *“We One Academy”* that enhances my customer handling abilities and equipped me with advanced problem solving strategies.

• Security Industry Regulatory Agency(SIRA)

- Course from Dubai Government that allow me to know about the laws and regulations, applying smart system, training security cadres and inspecting various types of facilities.

• Strengths

• Active listener

- Utilize empathy and listening skills in difficult customer scenarios leading to resolution of issue and satisfy customer up to 100%.

• Problem Solving

- Used analytical ability to identify key issues and create solution resulting 90% increase in efficiency.

• Communication

- Skilled in liaising with diverse group of people making important connection and ensuring that all team's goals are understood and met.

• Skills

Customer Service | Active listening. | Problem Solving| Strong Time Management | Communication and interpersonal | Organizational Skills | Team management & Team work |Administrative Support| Microsoft Office (Outlook, Excel, Word, PowerPoint) | | Data Analysis| | | Relational Database Management Systems| MySQL | Data Visualization | Data Entry| Computer literacy |Record Keeping | Financial Reporting | Data Processing |

• Language

English | Urdu | Hindi | Arabic

• References

- Will be provided on demand.