



# MAHAD JAVED

## Customer Service

### PROFILE

Highly motivated and proactive individual with superior customer service and people skills seeking an office clerk position or any other suitable position. Bringing three years of administrative experience and problem-solving skills to deliver customer satisfaction.

### CONTACT

PHONE:  
056 2068869

EMAIL:  
mahadjaved112@gmail.com

### HOBBIES

Music, Travelling, Web surfing, Book reading

### LANGUAGES

English  
Urdu  
Punjabi  
Arabic (Basic)

### PERSONAL INFO:

Nationality: Pakistani  
Place of birth: Gujrat  
Date of birth: 13 July 2001  
Religion: Islam  
Marital Status: Single  
Height: 5'9 ft  
Visa status: Employment visa  
Passport expiry: 15 Nov 2031

### EDUCATION

#### University Of Gujrat (UOG), Pakistan

2020-2021

Started BS in Banking & Finance But not completed.

#### Govt. Zamindar Post Graduate College (Gujrat, Pakistan)

2017-2019

Completed 12<sup>th</sup> grade in I.C.S(Computer Science) scoring nearly 60% marks.

#### Punjab Vocational Training Institute (Gujrat, Pakistan)

2021

Completed Computer Applications and Office Professional Diploma.

### WORK EXPERIENCE

#### Al Humaidia Typing center – Customer Service

(2022- Present)

Assist clients in processing new resident visa applications, ensuring all necessary documents are accurately completed and submitted. Respond to client inquiries, offering guidance and support in navigating UAE labor and immigration systems. Collaborate with colleagues to ensure smooth operations and a positive experience for all clients.

#### Gujrat Motors – Customer Support

(2020–2021)

Handle customer complaints, provide appropriate solutions. Keep records of customer interactions, process customer accounts and file documents. Follow communication procedures, guidelines and policies.

#### Punjab College- Data entry

(2019-2020)

Making appointments  
Keeping records of activities (Exams, results etc.)  
Working according to given guidelines and time-period.

### SKILLS

Good Customer Handling Experience.  
Verbal and written communication.  
Detail-oriented skills.  
Critical thinking.  
Time-management skills.  
Administrative support.  
Microsoft Office proficiency.