




# FAHAD BIN GAFFAR

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## Skills

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- Sales | Data Entry Operator| Customer Service| Clear and concise verbal communication.|Active listening to understand customer concerns |Polite and professional written communication in emails, chats, and other written interactions | Demonstrating compassion and patience in challenging situations| Problem Solving| Analytical thinking to identify and address customer issues|Quick and effective resolution of problems to ensure customer satisfaction| In-depth knowledge of the company's products or services.

## Experience

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| <b>Part Time Traffic Marshal</b>  | <b><u>Road Transit</u></b>                       | <i>Yas Arena , Abu Dhabi</i>  | <b>10/2021 - Current</b> |
| <ul style="list-style-type: none"><li>•Ensures that the shelves of a retail store are stocked with products and displays them accordingly for customers</li><li>•Stocking sales floor shelves and creating attractive product displays.</li><li>•Analyzing sales figures, market trends and customer behavior to determine product needs</li></ul>  |  |                               |                          |
| <b>Customer Service</b>   | <b><u>IROS , Abu Dhabi</u></b>                   | <i>Yas Arena , Abu Dhabi</i>  | <b>10/2024</b>           |
| <ul style="list-style-type: none"><li>•Provide clear, detailed information on products and services. Address customer questions thoroughly.</li><li>•Handle and resolve customer complaints with empathy. Aim for satisfactory solutions.</li><li>•Record customer interactions carefully in the CRM system.</li><li>•Guide and assist customers in using online platforms.</li></ul>   |  |                               |                          |
| <b>Merchandiser</b>   | <b><u>LULU Capital Mall</u></b>                  | <i>Abu Dhabi</i>              | <b>07/2024 - 10/2024</b> |
| <ul style="list-style-type: none"><li>•Ensures that the shelves of a retail store are stocked with products and displays them accordingly for customers</li><li>•Stocking sales floor shelves and creating attractive product displays.</li><li>•Analyzing sales figures, market trends and customer behavior to determine product needs</li></ul>  |  |                               |                          |
| <b>Customer Service Representative<br/>(Baggage Handling)</b>   | <b><u>Terminal A ,<br/>Abu Dhabi Airport</u></b> | <i>Abu Dhabi Int. Airport</i> | <b>10/2023 - 02/2024</b> |
| <ul style="list-style-type: none"><li>• Ensure timely and accurate handling of incoming and outgoing baggage</li><li>• Collaborate with airline staff to coordinate the efficient transfer of luggage.</li><li>• Monitor baggage conveyor systems for smooth operation and identify and resolve any issues promptly.</li><li>• Assist passengers with inquiries related to baggage, including lost or delayed luggage</li><li>• Provide exceptional customer service to passengers regarding baggage-related inquiries..</li><li>• Communicate effectively with customers to keep them informed about the status of their lost items.</li><li>• Adhere to health and safety regulations, including proper handling of cleaning chemicals and following safety procedures.</li></ul> |  |                               |                          |
| <b>Customer Service</b>   | <b><u>XENIAL EVENTS</u></b>                      | <i>Abu Dhabi</i>              | <b>01/2021-09/ 2023</b>  |
| <ul style="list-style-type: none"><li>•Provide accurate and detailed information about products or services, addressing customer questions, and issues effectively</li><li>•Handle and resolve customer complaints or escalations with empathy, aiming for satisfactory resolutions</li><li>•Keep Detailed records of customer interactions, in the customer relationship management (CRM) system.</li><li>• Provide guidance and assistance to customers in navigating online platforms</li></ul>  |  |                               |                          |
| <b>Office Assistant</b>   | <b><u>Excellent Model General Company</u></b>    | <i>Abu Dhabi</i>              | <b>01/2010-12/2020</b>   |
| <ul style="list-style-type: none"><li>• Plan and coordinate the transportation of goods and materials, ensuring timely delivery and adherence to schedules.</li><li>•Evaluate transportation needs and select appropriate carriers, negotiating rates and terms to optimize cost-efficiency.</li><li>•Develop and maintain strong relationships with transportation, communication and collaboration</li><li>•Stay updated on regulatory changes and industry adapting strategies and processes accordingly.</li></ul>  |  |                               |                          |

## Education

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| <b>Manual Accounting , Tally ERP9</b> | <b><u>Galaxy Computers Training<br/>Center</u></b> | <i>Abu Dhabi</i>       | <b>05/2018- 08/2018</b> |
| <b>AMERICAN HIGH SCHOOL DIPLOMA</b>   | <b><u>American High School</u></b>                 | <i>Washington ,USA</i> | <b>01/1994- 11/2008</b> |

## Others

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- Received Appreciation Award from Xenial Events for Covid 19 Project as a Front Line Warrior