

FOWAD ABDUL HAMEED

CUSTOMER SERVICE REPRESENTATIVE

Orderly and committed Administrative Assistant offering solid skills in customer relations and resilience to handle challenges of fast-paced work environments. Bringing detail-oriented and decisive nature with sound judgment, good multitasking abilities and self-motivated nature. Comfortable working alone or with teams to accomplish on-time and accurate clerical tasks. Motivated Client service executive with 4 years of experience offering office support in Call center industry. Energetic and reputable individual possessing strong work ethic, professional demeanor and superb initiative. Exceptional customer service and decision-making skills.

Contact



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303 Al Rasheed Rd, Deira, Dubai

Skills

Relationship Building



Time Management



Teamwork



Task Prioritization



Multi-Tasking



Experience



Project Coordinator (Remote)

United Affairs LLC, Atlanta, GA

Dec 2022 - Sep 2023

- Prioritized needs and delegated assignments to simultaneously handle multiple projects.
- Assessed, monitored and reported on work progression.
- Established and maintained quality performance metrics to meet objectives..
- Assisted project manager in drafting schedules and related documentation.
- Coordinated with department leads to identify and outline solutions to client-specified challenges, methodologies and initiatives.
- Maintained project schedules by managing deadlines and adjusting workflow.



Administrative Assistant (Remote)

United Affairs LLC, Atlanta, GA

Dec 2022 - Sep 2023

- Directed customer communication to appropriate department personnel.
- Maintained accurate department and customer records.
- Prepared and prioritized calendars and correspondence.
- Responded effectively to sensitive inquiries or complaints.
- Scheduled appointments, meetings and events for management staff.
- Coordinated appointments, meetings and conferences.
- Answered phone calls and emails to provide information, resulting in effective business correspondence.
- Composed correspondence, reports and meeting notes.
- Organized training, client meetings, team meetings and events.

Education

● Secondary School Certificate (SSC)

Nishat High School Multan
2018-2020

● Intermediate in Computer Science (ICS)

Emerson University Multan
2020-2022

Language



● Client Service Executive

CareCloud, INC Oct 2020 - Dec 2022

- Interacted with patient’s dedicated Insurance Companies for Verification of Benefits (VOBs).
- Reported complex client issues, questions and needs to management.
- Managed client complaints with high level of professionalism and competence.
- Made frequent calls and visits to build and strengthen client relationships.
- Attended to daily client service requests and provided support.
- Presented and explained fees, clearly clarifying invoices and company policies.
- Followed up with customers through calls and emails to proactively resolve issues and maintain satisfaction.
- Scheduled and confirmed appointments based on customer availability.

Additional Experience

● Collection Executive

StanQuad, Dubai, UAE Sep 2023 - Feb 2024

- Collection Executive for 6 months at StanQuad, a reputable collection agency.
- Handled overdues and loans payments for the customers based on their financial situations.
- Specialized in handling collections for the RakBank portfolio.
- Applied effective communication and negotiation skills to interact with debtors.
- Demonstrated a strong understanding of RakBank's policies and procedures.
- Consistently met or exceeded collection targets set by both StanQuad and RakBank.
- Maintained accurate and detailed records of all communication and transactions.
- Collaborated with team members to share insights and strategies for improved collection outcomes.
- Contributed to a positive and collaborative work environment within StanQuad's collection team.

● Data Entry Operator (Remote)

Fiverr July 2019 - Aug 2020

- Input client information into spreadsheets and company database to provide leaders with quick access to essential client data.
- Compiled data from source documents prior to data entry.
- Maintained data entry requirements by following data program techniques and procedures.
- Analyzed and processed current data records to provide detailed reports.
- Developed efficient filing system to accelerate paperwork processing.
- Gathered and documented statistical information to generate reports.