



Muhammad Asif Qamar



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Dubai, UAE

SKILLS

- Excellent Communication
- Multilingual Abilities
- Problem-Solving Skills
- Empathy and Patience
- Attention to Detail
- Conflict Resolution
- Product Knowledge
- Teamwork
- Flexibility and Adaptability
- Customer Service
- Incoming call management
- Client service
- Travel coordination

EDUCATION

06/2006 - 07/2008

Allama Iqbal Open University

| Islamabad, PK

Bachelor of Commerce:

Commerce

LANGUAGES

English

Advanced

Arabic

Beginner

Urdu

Native

PROFESSIONAL SUMMARY

Attentive individual working proactively and responsively to meet customer needs. Retains knowledge for helpful, informative service advice. Meticulous and methodical to achieve tasks to instruction.

WORK HISTORY

08/2021 - Current

Customer Service Agent

Dubai International Airport | Dubai, UAE

- Responsible for answering customer enquiries or passing them on to the appropriate Department
- Assisted passengers with special needs to guarantee comfortable travel experience.
- Resolved passenger concerns and complaints promptly, maintaining positive customer relations.
- Assisted passengers in navigating airport facilities, offering timely and accurate information.
- Welcomed passengers and managed check-in procedures to provide smooth boarding processes.
- Greeted customers with warmth and enthusiasm for faultless front-of-house service.
- Acted as first point of contact for customers to resolve potential issues with reservations.
- Guiding passengers to use services like smart gates, fast-track check-in, assistance through immigration and security, visa formalities if necessary to ensure quick hassle-free experience
- Obtain and evaluate all relevant information to handle enquiries and complaints.
- Maintained product knowledge to provide accurate information on local tour services.
- Determined exact customer requirements and recommended destinations to suit.

04/2018 - 07/2021

Administrative Coordinator

Transguard Group | Dubai, UAE

- Greeted customers promptly and professionally, providing friendly, knowledgeable assistance.
- Attended meetings and maintained files of notes taken during meetings.
- Responded to telephone enquiries from clients, vendors and members of public.
- Created and submitted progress reports to upper management.
- Created databases and spreadsheets to improve inventory management and reporting accuracy.
- Maintained high standards of accuracy and quality in data entry and recordkeeping.
- Coordinated staff schedules, optimising resource allocation and improving operational capacity.
- Maintained detailed administration and office procedures to improve accuracy and efficiency.

03/2016 - 04/2018

Supervisor

Pechan Shopping Mall | Rawalpindi, Pakistan

- Organise accepting and storing of goods to provide enough space available for the incoming goods and only the appropriate quality and amount of goods can get into the store
- Lead, train and supervise the activities of GR employees
- Handling, checking filing delivery documents and personally control GR labels daily
- Receive the physical merchandise in the dedicated area, determine the actual received quantity correctly and move the goods from GR area to sales floor.

02/2012 - 02/2016

Secretary/ Administrative Coordinator

Ready-mix Company | Jeddah, KSA

- Assist to plant manager in all operations of the batch plant while the pouring is ongoing
- Handled incoming calls for staff, answering questions, directing calls and documenting messages.
- Kept and maintained accurate filing system for preservation of office information.
- Supported staff with administrative needs for photocopying, faxing and filing.
- Received, sorted and distributed incoming mail.
- Provided printing, photocopying scanning support to colleagues.
- Examined, scanned and input documents in software system.
- Helped staff to maximise efficiency by providing clerical and secretarial support.
- Acted as main contact for staff and clients.

12/2004 - 02/2012

Administrative Assistant

Sultana Foundation | Islamabad, PK

- Maintained office files for reliable reference, including electronic and hard copies.
- Supported staff with administrative needs for photocopying, faxing and filing.
- Handled incoming calls for staff, answering questions, directing calls and documenting messages.
- Organised and maintain office common areas.
- Kept office tidy, organised and stocked with supplies.
- Greeted guests and clients with warmth and professionalism.
- Registered visitors, guests and contractors upon arrival, providing access passes.