

Muhammad Fasih Rasheed

Customer Service Specialist

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Objective

- Highly organized and results - oriented professional providing customer support with invaluable experience of Customer Service committed to effectively contribute with strong interpersonal skills, conflict resolution abilities and technical expertise for organizational success. Eager to contribute to a reputable organization by demonstrated ability to effectively manage customer relationships, enhance customer engagement.

Experience

CUSTOMER SERVICE REPRESENTATIVE | DRIVE DUBAI, DUBAI, UAE | NOV 2024 - PRESENT |

- Ensuring the maximum value from customers and selling the company's products.
- Arranging product replacements for customers.
- Answering phone calls, emails, and in-person inquiries promptly and professionally.
- Providing accurate information about rental vehicles, availability, pricing, terms and conditions, and company policies.
- Assisting customers with booking, modifying, or canceling reservations.
- Addressing customer questions regarding billing, invoices, and payment procedures.
- Processing new registrations and bookings accurately and efficiently.
- Reviewing and confirming reservation details with customers.
- Assisting customers with the check-in and check-out process, ensuring all necessary paperwork is completed correctly.
- Explaining the agreement and ensuring customers understand their responsibilities.
- Listening attentively to customer concerns and complaints.
- Investigating and resolving issues in a timely and satisfactory manner.
- Escalating complex issues to the appropriate supervisor or department when necessary.
- Documenting all customer interactions and resolutions accurately.
- Maintaining a positive, friendly, and helpful attitude at all times.
- Anticipating customer needs and proactively offering assistance.
- Going the extra mile to ensure customer satisfaction.
- Processing payments and handling cash transactions accurately.
- Preparing daily reports as required.
- Assisting with general office duties as needed.

**EK SECURITY CUM CUSTOMER SERVICE | EMIRATES GROUP SECURITY, DUBAI
INTERNATIONAL AIRPORT, DUBAI, UAE | SEPT 2023- OCT 2024 |**

- Assisting passengers in the check-in area, arrival & departure emigration, boarding gates, etc.
- Conducting cabin searches on aircraft to ensure security and safety compliance.
- Dealing with difficult passengers.
- Managing security screening areas.
- Carrying out checks to ensure ID cards are displayed appropriately at aircraft access areas.
- Observing flight catering staff and the cabin appearance team to maintain high standards during the boarding phase.
- Maintaining the smooth flow of passengers in the Automated Passenger Movement (APM).
- Floor walking – greet and guide passengers.
- Monitoring cargo break down and buildup processes to ensure timely and accurate cargo handling.
- Ensuring the highest standard of customer service and security is provided to customers.
- Providing immediate response to any call for assistance from the pilot, crew, and other staff.
- Keeping current with local instructions and policies and maintaining a good knowledge of contingency plans, laws, and practices.
- Complying with Aviation Security Health and Safety policies and procedures.
- Conducting thorough cabin searches to identify and secure any lost passenger belongings, ensuring their prompt return.

HR IT INTERN, REMOTE INTERNSHIP | GAOTEK INC | NEWYORK, USA | DEC 2022 - MAR 2023 |

- Extend formal job offers to successful candidates and manage the offer process.
- Communicate respectfully with unsuccessful applicants by sending timely rejection notifications.
- Prepare and send offer letters outlining compensation, benefits, and other relevant employment details.
- Draft and issue professional rejection letters, maintaining a positive employer brand.
- Manage the distribution of job offer packages and rejection correspondence accurately and efficiently.

CUSTOMER SERVICE REPRESENTATIVE | MTBC, RAWALPINDI, PAKISTAN | JUNE 2021 – NOV 2022 |

- Addressed customer inquiries, complaints, and requests via phone, email, chat, or in person.
- Identified issues, provided solutions, and resolved problems to ensure customer satisfaction.
- Offered accurate information about products, services, policies, and procedures.
- Handled order processing, tracking, and ensured timely delivery.
- Gathered and documented customer feedback to help improve services and products.
- Maintained detailed records of customer interactions and transactions.
- Escalated complex or unresolved issues to higher management when necessary.
- Developed positive relationships with customers to enhance loyalty and retention.
- Stayed informed about the company's offerings and industry trends to provide accurate advice and support.
- Adhered to company policies, procedures, and legal regulations while interacting with customers.

Education

BACHELOR IN SCIENCE (COMPUTER SCIENCE) | FEB 2018 – SEP 2022 |

ARID UNIVERSITY, RAWALPINDI, PAKISTAN.

- Final Year Project: IHRM Systems

Skills & Abilities

- Problem Solving
- Microsoft Office
- Adaptability
- Multi-Tasking
- Interpersonal Skills
- Microsoft suite
- Aviation
- Security
- Customer Service
- Collaboration and Team Work
- HR IT EK Flight Operations
- Customer Support

LICENSES & CERTIFICATIONS

- **RTA Light Vehicle Driving License**
Dubai, UAE
09/2024
- **Explosive Trace Detection Training – Emirates Aviation College**
General Civil Aviation Authority, Dubai, UAE
10/2024
- **AVSEC US Flights Operation Training – Emirates Aviation College**
General Civil Aviation Authority, Dubai, UAE
10/2024
- **Basic Aviation Security Course – EGS – Emirates Aviation College**
General Civil Aviation Authority, Dubai, UAE
10/2024
- **General Electric HR Virtual Experience Program**
Forage
(12/2022 - 01/2023)
- **Moreton Bay Regional Council Event Operations Virtual Experience Program**
Forage
(01/2023 - 02/2023)

- **Hospitality Management Studies in Hotel Operations**
Alison
(02/2023 - 02/2023)
- **Hospitality Management Studies in Food and Beverage Services**
Alison
(02/2023 - 02/2023)
- **Hospitality Management Studies in Health and Safety in Food Service**
Alison
(02/2023 - 02/2023)
- **SIRA Security License**
Dubai, UAE

LANGUAGES

- **English**
Full Professional Fluency
- **Arabic**
Basic Fluency
- **Urdu/ Hindi**
Full Professional Fluency