

Muneer Ahmed

Sharjah, Butina UAE

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Objective

Dedicated and experienced customer service professional with over 5 years of experience in retail and public service. Skilled in customer handling, counter service, and crowd control. Seeking a challenging position in a reputable organization to utilize my interpersonal and problem-solving skills.

Education

Intermediate (Higher Secondary School Certificate)

Professional Experience

Customer Service Representative - Retail Department - Sharjah, UAE (2019 - 2023)

- Assisted customers at counters with purchases, returns, and product inquiries
- Handled customer complaints and ensured a smooth shopping experience
- Maintained product displays and ensured cleanliness of the service area
- Collaborated with team members to improve service efficiency

Security Guard (Customer Service Support) - Business Bay Bus Station, Dubai - UAE (2023 - Present)

- Assisting passengers with information and directions
- Managing large crowds during peak hours and ensuring safety protocols
- Responding to customer queries and maintaining a helpful environment
- Reporting and managing any security or service issues professionally

Skills

- Customer Dealing and Counter Handling
- Strong Communication Skills

- Crowd Management
- Problem Solving
- Basic Computer Knowledge

Languages

- English (Fluent)
- Urdu (Fluent)
- Arabic (Basic)