



Rana Tanveer Ahmad

Customer Service

Highly motivated and customer focused Customer service representative with five years of experience in retail environments. Posses excellent communication and problem-solving skills as well as positive and engaging personality. seeking a roll where i can use my skills to provide exceptional service and contribute to the growth of company.

Contact

Phone

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Email

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Address

Dubai, UAE

Education

2017

Masters in English

Universty of Sargodha

2014-2016

Bachelor of Arts

Universty of Punjab

Expertise

- MS Office
- GDS (Global Distribution)
- Tickting and Flight reservation
- Autocad, Coral Draw
- Communication skills
- Ji-Jitsu & Takwando karate

Language

English

Urdu

Hindi

Arabic (Basic)

Experience

2019 to till date :

G4S Secure Solution I UAE

Customer service representative :

Dealing with staff, customers, employees and clients

Achieved customer satisfaction ratings above 95% resulting in increased repeat business

Be professional and pleasant while infracting with guests

Handle queries and address and complains

Schedule meetings, interviews and appointments

Attend phone calls and redirect them to appropriate line

2018 - 2019

Sharjah International Airport I UAE

Passenger Ground Services

Indicate travelers towards boarding counter and concerned areas

Directing travelers to immigration counters and guide them there designated spaces

Dealing with baggage handling also provide appropriate service and assistance to disables

Dealing with difficult customers and cool them down with professional behavior

Dealing with lost and found items

Guiding peoples to different kiosk's require their needs

2015 - 2018

United Travel Agency I Pakistan

Sales Executive

Welcome customers warmly, check their reservation requirements and booking their flights

Answer all incoming calls for injuries and sort out their issues

Complete transections while handling money responsibilities

Provide additional services in reservation of hotels, resorts, special trips also arrange additional requirements on demand of customers

Lead service staff with customer satisfaction

Reference

Will be furnished on demand