

# MUHAMMAD TAYYAB

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## Personal Statement

With 10 years of experience in the hospitality and customer service industry across Britain, Hungary, and Pakistan, I excel in CRM, Sales & Marketing, and Vendor Management. I have a proven track record of enhancing business relations and services, with a positive attitude and the ability to thrive in diverse team environments. My skills ensure exceptional customer experiences and adaptability in various business models.

## Core Qualifications

- Adaptability
- Friendly, observant & supportive
- Self-Motivation
- Staff training & Report building
- MS Office (word,excel,P.point)
- Customer Service & Data Entry
- Slack, Salesforce & Ringcentral
- Team Management

## Education

**Bachelors of Commerce:** Accounting & Commerce 12/2016  
**Dadabhoj Institute of Higher Education** - Pakistan

**College Diploma:** Business Administrative Management 01/2012  
**Stanford's College** - England

## Work Experience

**Quality Assurance Exe.** 05/2024 to Current  
**Grandiose** – Dubai, UAE

- Handling Inbound/Outbound calls, chats & emails.
- Handling Customer complaints & refund quires.
- Assisting branches with active orders

**Business Development Exe.** 03/2023 to 12/2023  
**The Lead Forum** – Karachi, Pakistan

- Inbound & outbound calls & prompt resolution for customer queries
- Data filtration & sales
- Meeting daily/monthly targets

**Customer Relation Exe.** 11/2020 to 12/2021  
**Tribe Consulting** – Karachi, Pakistan

- Scheduling appointments for travelers for covid19 testing
- Auditing & handling traveler complaints, providing resolutions
- Managing inbound & outbound calls & staff training

**Customer Relation Exe.** 05/2019 to 08/2020  
**IBEX Global** – Karachi, Pakistan

- Inbound calls, chats & emails & quality assurance
- Handling complaints, providing resolution & alternatives
- Building sustainable relationships & trust with customers/clients

**Office Manager**

10/2015 to 12/2018

**The Mulberry Quarters – Budapest, Hungary**

- Providing visa services & student counseling for Europe
- Handling social media marketing & meeting monthly targets
- Arranging meetings with colleges and universities
- Maintaining up-to-date knowledge of the latest visa policies for UK, Europe & USA

**Assistant Manager**

06/2013 to 08/2015

**Nando's – London, England**

- Motivating & managing the restaurant's team in delivering the Nando's experience to customers
- Strategic planning to increase restaurant performance through sales building & actively pursuing cost-saving measures
- Managing accurate & complete daily/weekly /monthly reporting
- Implementing effective restaurant administration, stock controlling, safety & security & staff training

**Team Lead**

03/2012 to 05/2013

**Nando's – London, England**

- Manage customer waiting list, guest seating arrangements & handling complaints
- Staff training regarding health & food safety guidelines
- Assist managers with stock purchasing & FIFO management

**Professional Relevant Skills**

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- MS Office including Word and PowerPoint
- Adobe Photoshop
- Windows
- CRM

**Hobbies and Interests**

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- Photography
- Music
- Sports

**Linkedin**

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[www.linkedin.com/in/tayyab-riaz-332805a7/](http://www.linkedin.com/in/tayyab-riaz-332805a7/)