



## Sadia Rasheed

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### OBJECTIVES

To secure a challenging position in a reputable organization to expand my learning's, knowledge, and skills.

Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

### SKILLS/QUALIFICATION

Team Work.

Computer Acknowledge.

Communications Skills.

Flexible & easy to adapt.

### EDUCATIONAL BACKGROUND

F.Sc (Pre-Medical) from Pakistan (2022)

Matriculation from Pakistan (2020)

Basic Computer diploma (3 Months)

### PERSONAL DETAILS

Nationality : Pakistani

DOB : 24/02/2003

Civil Status : Single

Languages : English, Urdu

Visa Status : Residence Visa

## WORK EXPERIENCE

### Saada Guireh Trading L.L.C (DUBAI - UAE)

#### Sales Executive & Customer Service (2022-2023)

##### DUTIES & RESPONSIBILITIES:

- Manage large amounts of incoming phone calls
- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/customer service team sales targets and call handling quotas
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents

### Imtaiz Mart (Pakistan)

#### Sales Executive & Customer Service (2021-2022)

##### DUTIES & RESPONSIBILITIES:

- Perform informal and formal needs assessments for each customer to recommend appropriate goods and services
- Develop a rapport with customers, demonstrating a friendly and helpful manner to put them at ease
- Maintain a neat and clean appearance to represent a positive image of the company and its brand at all times
- Participate in training and professional development and put new skills to immediate and meaningful use
- Foster a positive and pleasant working relationship with members of the customer service sales team
- Familiarize yourself with current information about services and products available for customers

### Personal Strength

- Confident and positive, willing to accept responsibility.
- Willing to work for the best for an organization.
- Open minded in adapting new and challenging situation.
- Able to working a team and can maintain effective relationship.

## DECLARATION

I do hereby declare that the above-mentioned information is true to be the best of my knowledge and belief. Future I am sure that if a chance is given to serve in your esteemed organization, I will give my full efforts towards the betterment.