

## Shumaila Tahir

+971502605674 · shumailatm2002@gmail.com · linkedin/in/shumailatahir



### SUMMARY

Customer-focused professional with sales promotion and customer service experience. Proven ability to achieve sales targets and deliver excellent customer service. Pursuing a bachelor's degree in Business Psychology with Human Resource Management, with certifications and active involvement in extracurricular activities.

### WORK EXPERIENCE

- Sales Promoter - Al Areesh (Part-timer)** **Feb 2024 - Mar 2024**
- Provided samples to potential customers to encourage trial and purchase.
  - Interacted with customers in a friendly and professional manner.
  - Assisted in achieving sales targets by encouraging product purchases during promotions.
- Sales Promoter - Tiffany Astro Biscuits (Part-timer)** **Oct 2023 - Nov 2023**
- Offered samples to potential customers to encourage trial and purchase.
  - Answered questions and provided detailed information about the biscuit products.
  - Built and maintained positive relationships with store staff, event organizers, and customers.
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- Ticketing agent - Cozmo travels Sharjah** **Aug 2022 - Sep 2023**
- Provided outstanding customer service to all passengers, ensuring a warm, welcoming, and professional interaction.
  - Addressed and resolved customer queries and issues promptly and efficiently, escalating complex cases to senior staff when necessary.
  - Promoted and upsold additional services such as extra baggage, seat selection, travel insurance, and loyalty programs.
  - Worked collaboratively with other team members and departments to ensure a high standard of customer service and operational efficiency.
- Sales promoter - Sharjah Expo Center** **May 2022 - July 2022**
- Achieved 50-60% sales targets by effectively persuading customers to make purchase. Utilized upselling and cross-selling techniques to maximize sales.
  - Greeted customers warmly and provided personalized assistance. Understood customer needs and recommended suitable products/services.
  - Addressed customer inquiries and resolved issues promptly and courteously ensuring a high level of customer satisfaction.
- Customer Care - Gulf Marketing Group** **Nov 2021 - Jan 2022**
- Responded to customer inquiries via phone, email, chat, and social media in a timely and professional manner.
  - Handled customer complaints and issues efficiently and with empathy.
  - Followed up with customers to ensure their needs were met and they were satisfied with the services.
  - Provided accurate information about products and services.

## EXTRACURRICULAR ACTIVITIES

### Airport Volunteer - Emirates Foundation

Nov 2023 - Dec 2023

- Greeted passengers in a welcoming and friendly manner.
- Responded to inquiries from passengers and provided accurate information.
- Handled passengers' concerns and resolved them immediately.

### Student Volunteer - Westford University of College

Apr 2023 - Apr 2023

- Provided support during the event, including welcoming guests and facilitating activities.
- Handled crowd management.
- Collaborated with professors and senior students to identify students who needed extra support.
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### Usher - Dubai World Trade Center

May 2022 - May 2022

- Assisted guests in finding their seats, providing directions to facilities, and answering inquiries about events and venues.
- Represented the event organizer professionally and respectfully in all interactions with guests and fellow staff members.
- Asked customers for registration cards as needed before entering the event.

### Student Volunteer - Curtin University Dubai

May 2022 - May 2022

- Welcomed parents and new students in a friendly manner.
- Assisted guests in finding their seats and directing them to the auditorium.
- Collaborated with other student volunteers and handled crowd management.

## EDUCATION

Undergraduate Student - Westford University of College

Feb 2023 - Ongoing

**Bachelor's of science in Business Psychology with Human Resource Management**

High School - Pakistani Islamia Higher Secondary School

April 2019 - July 2021

**Grade 11 and 12 - Science with Biology**

## SKILLS

- Active listening
- Attention to details
- Problem Solving
- Communication
- Customer Service
- Computer Skills
- Interpersonal skills

## HARD SKILLS

- Microsoft Word
- Microsoft PowerPoint
- Microsoft Excel
- Paint

## PERSONAL DETAILS

- Date of birth - 01/05/2002
- Nationality - Pakistani
- Visa Status - Visit Visa

## CERTIFICATIONS

- Certificate of Participation - Autism Transformation Carnival (2023)
- Certificate of Airport Volunteer - COP28 UAE (2023)