

## 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.
- 

#### 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.
- 

### 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     | • Communication    | • Interpersonal skills |
| • Attention to details | • Customer Service |                        |
| • Problem Solving      | • Computer 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)