



Usama Nasir Abbasi

Date of birth: 16/10/2001

Nationality: Pakistani

CONTACT

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ABOUT ME

I want to excel with hard work, perseverance and dedication. I want a highly rewarding career where I can use my skills and knowledge for organizational and personal growth. I am seeking a company where I can use my experience and education to help the company meet and surpass its goals.

WORK EXPERIENCE

22/08/2023 – CURRENT Dubai, United Arab Emirates

Relationship Officer Amafh Commercial Broker LLC

As a Relationship Officer, I excel in promoting and selling Dubai Islamic Bank credit cards, meeting or exceeding sales targets, and ensuring compliance with regulatory guidelines. My role includes conducting customer consultations, cross-selling other bank products, maintaining records, and delivering exceptional customer service. I stay informed about market trends and competitor offerings while fostering positive customer relationships.

01/08/2022 – 04/08/2023 Islamabad, Pakistan

Team Leader Rapid Squad

As a Team Lead, I efficiently managed a team of customer service professionals, utilizing VICI Dialer and CRM systems to optimize operations. My responsibilities encompassed supervising, coaching, motivating the team, monitoring metrics, resolving issues, and ensuring policy compliance. I actively contributed to process improvement initiatives, maintained service quality, and played a pivotal role in surpassing departmental goals.

21/02/2022 – 23/07/2022 Islamabad, Pakistan

Team Leader Mavie Global

In my role as a Team Lead, I effectively supervised operations, managed performance, and provided training while utilizing VICI Dialer alongside CRM systems. Proficient in issue resolution, performance analysis, and policy enforcement, I fostered collaboration for continuous improvement. My CRM and VICI Dialer expertise streamlined processes, enhancing team productivity.

16/01/2021 – 17/02/2022 Rawalpindi, Pakistan

Customer Service Representative Empaxco Solutions (PVT) Ltd

I proficiently managed outbound sales calls, consistently exceeding targets, and adeptly handling objections. I maintained precise sales records using CRM, adapting strategies and fostering positive customer relationships.

10/07/2020 – 15/01/2021 Rawalpindi, Pakistan

Customer Service Representative Transonic BPO

I successfully conducted outbound and inbound calls, focusing on exceptional customer service. Consistently exceeding sales targets, I nurtured strong customer relationships. I efficiently managed diverse projects, demonstrated in-depth product knowledge, and maintained professionalism and confidentiality standards.

EDUCATION AND TRAINING

2018 – 2020 Islamabad, Pakistan

Higher Secondary School Certificate (HSSC) Islamabad Model Postgraduate Colloge H-8

2016 – 2018 Islamabad, Pakistan

Secondary School Certificate (SSC) Islamabad Colloge For Boys G-6/3

LANGUAGE SKILLS

MOTHER TONGUE(S): Urdu

OTHER LANGUAGE(S): English | Hindi

DIGITAL SKILLS

Microsoft Office | CRM | VICI Dialer

ADDITIONAL INFORMATION

Hobbies and interests



Reading Books

Travelling