

# YAQOOT STEPHEN

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## Experience

**May 2023–Sep 2023**

Reservation and Ticketing Agent • **Ethiopian Airlines**

### **Key responsibilities**

- Booking tickets for international passengers worldwide
- Providing exceptional customer service through assistance over phone and on emails
- Reissuing the tickets and calculation of charges and fee
- Ensuring compliance of the identity and documentation for international travel such as visa and travel restrictions
- Timely resolving issues and complaints from the client.

**June 2019–Jan 2022**

Customer Service Agent (Digital Advisor) • **United Bank Limited (NS2 Enterprise)**

### **Key responsibilities**

- Assisting customers on various queries related to digital apps and online banking. Which includes telephonic and email communication.
- Explaining leads about the digital application and internet banking and giving them end to end support for using each feature.
- Meeting call targets and persuading customers for the products by answering their questions and explaining their doubts.
- Maintaining accuracy in keeping the records of the customers on various systems.
- Assisting manager on any ad hoc admin requests and help in achieving the team goal.

**Dec 2010–Dec 2013**

Front Office Receptionist • **Daisy English High School**

### **Key responsibilities**

- Welcoming visitors on the reception area
- Answering calls and responding to the emails
- Collecting packages for on behalf of the staff and company.
- Keeping record of visitors and records of day-to-day operations
- Helping staff in daily ad hoc and admin tasks.

## Education

Master's in International Relations, Bachelor of Arts and Higher Secondary from **Karachi University**,

Secondary Education from **Happy Villa Secondary School**

## Languages Known

English, Urdu, and Hindi

## Skills

Customer Service, MS Office, Internet verbal and formal Communication, Compliance, Sales, Time management, adaptable, teamwork.



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