






# Muhammad Tayyab

## Customer Care Specialist

### About Me

Hardworking and dedicated with over 7 year's of customers service experience providing integral office support in high volume client setting. Eager to join a new team professional and assist them in thriving with my characteristic passion and commitment to excellence.

### My Contact

-  **Tayyabakram67@gmail.com**
-  **+971-52960-7899**
-  **Jabal ali industrial area Dubai**

### Skills

- Customer care
- Problem Solving
- Time management
- Personal etiquette
- Communication skills
- Team work
- Active Listening

### Education Background

**Superior University Lahore Pakistan**  
**Bachelor in account & finance**

Completed in 2017

**BISE GRW PAKISTAN**

**Intermediate**

Completed in 2012

**BISE GRW PAKISTAN**

**Matriculation**

Completed in 2009

### UAE Driving License

IssueDate. 4/07/2023

ExpiryDate. 4/07/2025

Place of Issue. Dubai

Light vehicle Automatic

### Professional Experience

**Dubai Investments PJSC**

**2019 – Oct 2023**

**Transguard Group L.L.C**

**Front Desk security receptionist**

- Serves visitors by greeting, welcoming, and directing them appropriately.
- Notifies company personnel of visitor arrival.
- Maintains security and telecommunications system.
- Informs visitors by answering or referring inquiries.
- Directs visitors by maintaining employee and department directories.
- Maintains security by following procedures, monitoring logbook, and issuing visitor badges.
- Operates telecommunication system by following manufacturer's instructions for house phone and console operation.
- Keeps a safe and clean reception area by complying with procedures, rules, and regulations.
- Supports continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.
- Contributes to team effort by accomplishing related results as needed.

**Super Asia MDS (LTD) Pakistan**

**2018– 2019**




**Assistant accountant**

- Opening and Maintenance of Customers and Vendors accounts.
- Preparation and maintenance of salary of Branches' staff. Management of Loans/advances extended to employees. Management of banking transactions.
- Reconciliation of Customers, vendors and Bank statements. Managing and Controlling the Expenses of branches.
- Monthly analysis relating sales and expenses.
- Maintenance of branches' petty cash, budgeting and expenses there to.
- Any assignment delegated by the immediate supervisor e.g. stock taking often conducted on random basis.

# Muhammad Tayyab

## Customer Care Specialist

### My Contact

 **Tayyabakram67@gmail.com**  
 **+971-52-960-7899**  
 **Jabal Ali Industrial Area Dubai**

### Expertise

- MS Office
- Sap Fico
- Excel
- Fire&Safety
- ERP Tally
- CRM

### Language's

**English**



**Urdu**



**Russian**



### Visa status

**Cancellation visa**

**Available immediately**

### Professional Experience

**Lakson Group of companies Pakistan**

**2015-2017**

#### Customer Care Specialist

- Answer and direct phone calls.
- Organize and schedule appointments.
- Plan meetings and take detailed minutes.
- Write and distribute email, correspondence memos, letters, faxes and forms
- Assist in the preparation of regularly scheduled reports.
- Develop and maintain a filing system.
- Update and maintain office policies and procedures.
- Order office supplies and research new deals and suppliers. Maintain contact lists.
- Book travel arrangements.
- Submit and reconcile expense reports.
- Provide general support to visitors.
- Act as the point of contact for internal and external clients.
- Liaise with executive and senior administrative assistants to handle requests and queries from senior managers.

