

# JULIAN GEORGE

## Customer Care Executive

0555-086509

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Sharjah Dubai

From: Karachi, Pakistan.

To obtain a suitable position in a company that will fully utilize, train and develop my abilities; along with new challenges, new responsibilities and new, opportunities, to best fit my skill set and benefit the company in the best possible manner.

**JAN. 2020 – May-23**  
**M&P Express Logistics**

### CUSTOMER CARE EXECUTIVE

- Handle queries, inquires and complaints of customer personally
- Answer calls professionally to provide information about service

**FEB. 2012 - FEB. 2016**  
**Milk and Honey Gourmet**  
**Grocer, Palm Jumeirah,**  
**Dubai**

### CUSTOMER SERVICE ADVISOR

- Dealing customers and help them to find the best products and brands as desired.
- Answer calls professionally to provide information about product and service, take/cancel.
- Keeping records of incoming and outgoing inventories in system.
- Work as Cashier

**DEC. 2016 - AUG. 2017**  
**World Wide Trade Call**  
**Center**

### TEAM LEADER

- Handle queries, inquires and complaints of customer personally.
- Motivate team to meet monthly goals and beat other teams in Center.
- Supervised outbound team to ensure they followed computer-generated lead orders and exhibited courtesy at all time

### EDUCATION

- Graduation: B.COM
- Intermediate: Arts
- Matric: Science

### SKILLS

- Active listening
- Communication
- Computer skills
- Customer service
- Decision-making
- Problem Solving

### LANGUAGES

- English
- Urdu

### Visa Status

- Visit Visa
- Expire in Aug-23