



Subhan Hamza

Customer Service | Cashier

Personal profile

Address

Dubai, UAE

Email

mirzasubhanhamza@gmail.com

Mobile

+971 54 311 3375

Nationality

- Pakistani

Language

- English
- Urdu
- Punjabi

Gender

- Male

Passport No

DQ6216441

Visa Status

- Employment Visa

Software Skills

- Administration
- Microsoft office
- Web & Social Skill
- Customer Service
- Managment
- HR Manager

Professional Summary

I am Subhan Hamza, a motivated and detail-oriented professional from Pakistan with a strong educational background and practical experience in customer service and retail operations. I successfully completed my Matriculation in 2021 and my Intermediate in 2023, laying a solid foundation for my professional journey.

I have accumulated one year of valuable experience as a Customer Service Representative and Cashier. My responsibilities have included efficiently handling customer inquiries, resolving issues, and managing transactions, all while ensuring a high standard of customer satisfaction. This role has allowed me to develop strong communication, problem-solving, and multitasking abilities, as well as a keen eye for detail in managing financial operations.

I am passionate about delivering exceptional service and am always eager to learn and grow within a dynamic team environment. I am now looking to leverage my skills and experience to contribute positively to a new opportunity where I can continue to develop professionally.

Inbound Responsibilities

- Customer Inquiry Handling: Responding to incoming queries from customers via phone, email, or in-person, providing them with information about products, services, store policies, and promotions.
- Issue Resolution: Addressing and resolving customer complaints or issues, such as product defects, order discrepancies, or service concerns, in a timely and professional manner.
- Product Knowledge: Staying informed about the products offered by the store, including features, sizes, and prices, to effectively assist customers with their purchasing decisions.
- Payment Processing: Handling transactions at the cash register, including cash, credit, and debit payments, and ensuring the accuracy of receipts and change.

Personal Skills

- Customer satisfaction
- Customer handling
- Time Management
- Leadership Skill Critical
- Thinker and problem Solver
- Presentation
- Cash handling
- Multitasking

Core competencies

- Problem-Solving
- Customer Service
- Inbound & Outbound management
- Leadership

Hobbies

- Cricket
- Internet searching
- Book Reading
- Cooking

LinkedIn

Muhammad Subhan Hamza

Instagram

subhan_x333

Salary expectation

Negotiable

References

Available on request

Outbound Responsibilities

- Customer Follow-Up: Reaching out to customers to follow up on recent purchases, ensuring satisfaction with their products, and addressing any concerns they might have post-purchase.
- Promotion of Products and Services: Proactively informing customers about new arrivals, special offers, promotions, or upcoming sales events via phone calls, emails, or SMS to encourage repeat business.
- Customer Retention: Engaging with previous customers to build loyalty, offering personalized recommendations based on their purchase history, and encouraging them to revisit the store.
- Feedback Collection: Contacting customers to gather feedback on their shopping experience, which can help the store improve its services and better meet customer needs.
- Appointment Setting: Scheduling in-store visits, appointments for product demonstrations, or personalized shopping sessions for customers interested in specific products or services.
- Inventory Coordination: Communicating with suppliers or other store locations to arrange for the delivery of out-of-stock items or special orders for customers, ensuring timely fulfillment of their requests.
- Outreach for Issue Resolution: Initiating contact with customers who have reported issues or complaints, providing updates on the resolution process, and ensuring they are satisfied with the outcome.

Duties & Responsibilities

- Conduct morning checks of systems and software to ensure smooth operations.
- Plan and dispatch shipments by assigning drivers to appropriate customer locations for both local and export deliveries.
- Monitor and evaluate the daily performance of the team to ensure efficiency and adherence to standards.
- Follow purchase orders (PO) and prepare shipping documents according to customer requirements.
- Develop and maintain a database of volunteers for various tasks and projects.
- Request quotations and place purchase orders with international suppliers.
- Gain hands-on experience in handling Letters of Credit and Cash Against Documents (CAD) agreements.

Education:

Matriculation in science 2019-2021

Intermediate in ICS 2021-2023

Web Development (Mern Stack)

2023-2024