

## MUHAMMAD JUNAID IBRAHIM



### Objective

Seeking a challenging role in an organization that calls for in-depth involvement and participation in the planning and strategic decisions of the organization. Keen to demonstrate my skills and prove that business plans can be met while leading and motivating team members.

### Summary

- Current Residence: Sharjah (UAE)
- Last Academic Degree: Graduate
- Professional Experience: 11 Years

### Personal Profile:

- Name: Muhammad Junaid Ibrahim
- Date of Birth: 27<sup>th</sup> April 1989
- Nationality: Pakistani
- Passport No: BX 1023293
- CNIC: 42201-2988329-7
- Marital Status: Single
- Visa Status: Long Term Visit Visa
- Residence: Al Nahda, Dubai
- Language Spoken: English, Hindi, Urdu
- Email: [junaidforme@gmail.com](mailto:junaidforme@gmail.com)
- Contact: 0507767910

### Education

#### 1) Bachelors of Commerce

University of Karachi  
Karachi, Pakistan  
2009 – 2014

#### 2) CAT (Certified Accounting Technician)

Tabani's school of accountancy  
Karachi, Pakistan  
2008-2009

#### 3) Passenger Services Course

Gerry's Dnata  
Karachi, Pakistan 2014

## Employment History



### **April 2016 to September 2019**

Business License Agent  
UAE

- Manage my own freelance work in Dubai for different organization including the business license of UAE.
- Worked as an agent for Business License
- Updating social media platforms.
- Creating and delivering email campaigns.
- Worked as an event management company.
- Worked as a travel and tour guide.
- Worked as travel consultant providing authentic information related visa and tickets.
- Provide customer services and problem solving in all different fields.

### **February 2015 to February 2016:**

Passenger Service Agent(OJT)  
Gerry's Dnata  
Karachi, Pakistan.



### **Responsibilities:**

- To provide a welcome service to our business passengers at Check in and other customer service touch points and to assist in smoothing the customer journey through the airport.
- Dealing with passenger enquiries about flight departures and arrivals.
- Checking passengers in giving seat numbers.
- To check passengers in using a computer based system, issuing boarding cards and baggage labels.
- To act as liaison with the call centre team in delivering all elements of the business class experience.
- Apply airline regulations which may involve charging excess baggage or up selling.
- Assists passengers in locating lost luggage as well as handing damaged bag claims. Coordinates the return of lost luggage with external providers.
- Announce arrivals and departures as necessary.
- At the boarding gate, agents check and collect tickets, issue boarding passes, and assign seats.

**January 2012 February 2015:**

Customer Service Agent  
TRG Pvt Pakistan  
Karachi, Pakistan.



**Responsibilities:**

- Contributes to team effort by accomplishing related results as needed.
- Prepares for customer inquiries by studying products, services, and customer service processes.
- Records customer inquiries by documenting inquiry and response in customers' accounts.
- Improves quality service by recommending improved processes; identifying new product and service applications.
- Updates job knowledge by participating in educational opportunities.
- Accomplishes customer service and organization mission by completing related results as needed.
- Inform customer of deals and promotions.

**January 2008 to January 2012:**

Customer Relationship  
Cupola Pvt Ltd  
Karachi, Pakistan.



**Responsibilities:**

- Manage and train resources to ensure quality and consistency of service to customers.
- Maintain complete and accurate customer correspondence data.
- Managing client relationships to build a reputation for excellent service and generate repeat business.
- Identify and develop problem solving methodologies to resolve customer issues.
- Record collection activities and customer's response into system.
- Prepare product and service reports by collecting and analyzing customer information.
- Manage and train resources to ensure quality and consistency of service to customers.
- Maintain complete and accurate customer correspondence data.
- Managing client relationships to build a reputation for excellent service and generate repeat business.
- Identify and develop problem solving methodologies to resolve customer issues.
- Record collection activities and customer's response into system.

## **SKILLS:**

- Creativity.
- Critical Thinking.
- Problem Solving.
- Public Speaking.
- Customer Service Skills.
- Team Work Skills.
- Communication.
- Collaboration.
- Active Listening.
- Decision Making.
- Management.
- Leadership skills.
- Administrative skills.

## **REFERENCE:**

- Will be furnished upon request.