

REHMAN UDDIN

Location: - Ajman, United Arab Emirates

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Mobile Number: - 050-8829232

Visa: - Visit Visa

Nationality: - Pakistan

CAREER OBJECTIVE

To accept all challenges and assignments with great responsibility, accomplish them with utmost sincerity and eventually achieving the targets with complete job satisfaction to serve the organisation while improving on a daily basis.

WORK EXPERIENCE

Customer Service Representative | 07/2017 to 09/2018

Parzel Express Couriers and Logistics - Dubai, UAE

- Answer customer telephone calls regarding existing accounts and delivery issues.
- Respond to questions and concerns about service, and escalate calls appropriately
- Consult with customers to evaluate needs and determine best options
- Consistently improve customer satisfaction through expert resolution of conflicts, issues and concerns.
- Promptly respond to general inquiries from members, staff and clients via telephone and email.
- Resolve service issues and share benefits of additional services
- Developed highly empathetic client relationships and earn reputation for delivering exceptional customer service

Warehouse Specialist | 03/2012 - 05/2014

Souq.com (Amazon.ae) Warehouse - Dubai, UAE

- Processing all orders from purchases until delivery including sorting, packaging in quickest possible time.
- Scanning barcodes for proper collection and packing of items.
- Inventory tracker and holder of pouches, tapes, printer papers.
- Processed orders in record time on White Day Sale and was subsequently rewarded for it.

ACADEMIC QUALIFICATION

Qualification	School/University	Year of Passing	Division
Matriculation	The Central School, Dubai	2011	First

SKILL SET

Languages Known	Fluent in English, Urdu/Hindi, Pashto with A2 level of Arabic proficiency.
Technical Skills	Proficient in Microsoft Office products such as Word, Excel.