



SAQIB MEHMOOD

Customer Services Agent

Dubai United Arab Emirates

AL Barsha

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To obtain a position as a Customer Service Agent utilizing exceptional communication and problem-solving skills to provide excellent customer services, where my experience and knowledge can be utilized to the fullest potential.

PROFESSIONAL EXPERIENCE

Customer Services Agent

Marina Tower Hotel Bahria Town

01-03-2020 to 01-07-2022

- Greeting guests upon arrival and making them feel welcomed.
- Administering check-ins and check-outs.
- Providing front desk services to guests.
- Assigning rooms and taking care of administrative duties.
- Delivering mail and messages.
- Processing guest payments.
- Coordinating with bell service and staff management.
- Being a source of information to guests on various matters such as transport and restaurant advice.
- Processing meal and beverage requests.
- Accommodating general and unique requests.
- Diffusing conflict or tense situations with guests

Skills

- Problem Solver
- Time Management
- Product Knowledge
- Active Listening
- Adaptability
- Creativity
- Sympathy
- Passenger Handling
- Crowd Control
- Negotiation Skills

EDUCATIONAL BACKGROUND

Matric (Science) Marks (733/1100)

Rawalpindi Board ICS Marks

(588/1100) Rawalpindi Board BSc

Marks (460/800) Punjab University

Courses and Certifications.

4 month (MS OFFICE) course in
Govt Technical Institute Gujar
Khan

6 month (Office Management)
course in Young Scholars
Institute of Computer Sciences