

Mohammed Tayyab Jawaid

Address: Villa# 35, Al Wuheida area,
Abu Hail street, Dubai

Mobile: 971557515387
mohammadtayyab80@hotmail.co
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"I'm a hard worker and quick learner. I put a lot of pride and integrity in my work. I always give my level best towards my work to obtain maximum results and to surpass company's expectation. I will be a very great asset to your esteemed company".

OBJECTIVE

To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills. Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

SKILLS AND QUALIFICATIONS:

- A self-motivated employee, received Customer Service of the month awards from 2010-year 2017 at Aramex
- Results-oriented with positive attitude, received Quarterly Award in first 6 months working with Aramex.
- An unwavering customer service commitment with over 12 years extensive work experience in Customer Service Role.
- Ability to establish rapport with other employee and proven team player with over 22 years UAE work experience,
- Excellent interpersonal communication and reflective listening skill.
- Proven ability to manage a high volume workload in a calm and constructive manner.
- Providing Service Excellence for Diverse Cultures
- Fluent in oral, written English communication.
- Working knowledge of Microsoft office professional incl MS Access, Windows XP, MS outlook.

ADDITIONAL QUALIFICATIONS:

- Completed Fox Pro programming from Oscar Cultural Institute, Dubai
- Completed IATA air ticketing & Tariff from Libra College of computer management & science, Karachi, Pakistan.
- Completed Introduction course of Fiber Optics & Splicing from PTCL Academy Karachi Pakistan

EXPERIENCE:

Dnata-Dubai, UAE

Airside Operations(Logistics)

Nov 2018 –Till date

- collect, sort and check luggage against flight lists, making sure that items go on to the right aircraft
- load inbound luggage onto conveyors in the arrivals hall
- move luggage to and from aircraft holds using High loaders, cargo loaders and loading conveyor system
- Transferred luggage from the conveyor belts to the departure areas.
- Loaded, unloaded and transported cargo weighing up to 10000 pounds between terminals and aircraft.
- Coordinated with ramp agents to verify that all baggage was placed on the correct outgoing flight.
- Ensured time delivery of oversize baggage to the unit load device
- Helping people with disabilities access their baggage
- Complied with all safety procedures and airline policies.
- Provided excellent customer service and guaranteed compliance to TSA device
- Trained in diverse pieces of equipment and useful attachments to handle any team need.
- Drove vehicles to and from work sites and maintained clean driving record
- Maintained fuelled and fully operational equipment to jump on any project requirement and keep teams on tight schedules.
- Communicated with ground team members and fellow operators to prevent safety hazards and keep materials moving.

- Operated commercial vehicle to transport equipment and job-specific machinery to and from job sites.
- Maintained and cleaned equipment after each job and inspected
- Perform baggage handling procedures such as paperwork and documentation.
- Maintained a sheet by recording the processed baggage and flight details to ensure accuracy.
- Receive large amount of luggage on a daily basis

Excellence Home Real Estate-Ajman, UAE

Property Sales Executive

March 2018-Nov2018

- Prepare documents such as representation contracts, purchase agreements, closing statements, leases, and deeds
- Accompany buyers during visits to and inspections of property, advising them on the suitability and value of the homes they are visiting based on current market conditions
- Advise sellers on how to make homes more appealing to potential buyers
- Promoted sales of properties through advertisements, multiple listing services and other online advertising platforms
- Interviewed clients to determine what kinds of properties they were seeking and generated lists meeting those requirements from available properties
- Advertised client properties on websites, through social media and in real estate guides.
- Maintained connections with clients to encourage repeat business and referrals.
- Acted as an intermediary between sellers and buyers of real estate/real property.
- Handled market research and analysis, property inspections.

Aramex -Dubai, UAE

Customer Service Team Leader

August 2014 –March 2018

- Guidance and supervision of 75-80 call center employees in a blended environment. Coached, motivated, trained, developed and guided employee performance through a variety of mechanisms such as observations, metrics analysis and feedback devices. Utilized strong knowledge of customer systems, and leadership skills to oversee and guide employees to meet performance and customer service objectives.
- Trained and supervised associates
- Handled complex calls, conduct special research and complete impromptu assignments to respond to interagency and day to day operational issues
- Conducted monitors to evaluate team performance
- Ensure that client and provider issues are dealt with in a timely manner
- Provided each team member with constructive feedback to ensure they would exceed monthly goals
- Monitored calls to observe employee's demeanor, technical accuracy & conformity to company policy
- Conducted team meetings on policy and procedure and training staff on legacy applications
- Provided performance review and development feedback on a monthly/quarterly/annual basis
- Analyzed data to identify trends and behaviors from a performance standpoint and made recommendations for improvement

- Trained staff and monitored progress for the extent of their probationary period while achieving high levels of productivity, handling 8000+ calls weekly during off-season, and averaging 100+ calls daily in peak season
- Assisted my team with complex service orders and recommended corrective action to address customer issues

Aramex -Dubai, UAE

Customer Service Executive-Inbound & Ecommerce

June 2011 –Aug 2014

- Dealing with international and domestic Shipments
- Dealing with Ecommerce shipments Domestic & Express
- Following up with the origin countries for ETAs
- Respond to enquiries and reported problems and bring these problems to satisfactory conclusion
- Providing comprehensive knowledge information and service to customer regarding different products and services.
- Quote customers on published rates
- Tracking Shipments which includes checking flight timings, shipments current location, custom charges etc
- Arranging shipments pick ups
- Direct dealing with different departments of the company
- Working in team handling calls & coordination with ops for complaint resolution
- Proficient in call management system and Global Case System
- Promote firm's products and services
- Handle customer supplies request
- Handles calls or inquiries from prospective customer or clients.
- Assisting team leaders with handling complains, worked as acting team leader, Performed in the top 5% of the staff by handling 150-200 calls daily

Aramex -Dubai, UAE

Customer Service Executive-Outbound

February 2010-April 2011

- Handles Outbound shipments for bank ,Souq & etc
- Following up with the CS6 which deals with deliveries and handling complaints of VIP Clients and normal day to day complaints.
- Maintaining the service level & ensuring to following the bank instruction
- Responsible for answering 120-140 customer calls per day regarding inquiries & delivery arrangements, Follow up with the operations for swift & priority deliveries.

Emirates Postal Corporation(Empost)

Team Leader – Customer Service Department(Bank Ops)

September 2006 – February 2009

- Primarily responsible for handling the Bank Operation Team.
- Maintaining the service reputation of the company
- Enhancing the quality of service provided to bank and customers
- Handling Service related complaints from customer and bank
- Evaluation progress report of staff and providing appraisal accordingly
- Prepares client feedback summary and handling a variety of issues

- Prepares client feedback summary and handling a priorities simultaneously while reporting to management regularly with gathered information on the needs of all customers Delivers the highest quality of customer service to every caller by taking extra steps, if necessary to ensure complete customer satisfaction

Emirates Postal Corporation(Empost)

Operation Coordinator– Bank Ops

February 2006 – September 2006

- Handling Bank Products given by the bank in Empost
- Ensuring safe & smooth delivery of product all over U.A.E
- Following up with the customers till their satisfaction
- Allotting Airway Bills & following up till preparation of documents
- Maintaining Stock provided by bank for preparation of documents

Emirates Postal Corporation(Empost)

Customer Service Agent

April 2005-february 2006

- Calling & Arranging bank shipments
- Sorting cards for different branches across U.A.E
- Following up with coordinator to ensure swift deliveries
- Following up with the branches for deliveries

Sonic Express

Operation In charge

March 2004-March 2005

- Handling Couriers in the company
- Handling Customer Complains & queries
- Making appropriate arrangements of on time delivery for shipments to customers
- Ensuring to keep comprehensive records of all customer complaints from the initial problem to the eventual solution

Maritime Industrial Services

Store Officer

May 1998- November 2002

- Issuing tools to the employees
- Conducting weekly inventory
- Maintaining store

EDUCATION:

Bachelors in Business Administration

Year 2007-2009

Secondary School Certificate

Year 1996-1997

Personal Details

Date of Birth :16th July 1980

Nationality: Pakistani

Language: English, Urdu

Marital Status: Married

Driving License : Holds a valid Light vehicle driving license

Reference Can be furnished upon request.

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