



Muhammad Nouman Hamid

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Career Objectives

A dedicated & customer-centric professional with a fit background in carrying out exceptional service in fast paced environments. Familiar with the latest approaches and efficient in resolving issues, ensuring a positive customer experience. Able to build rapport with diverse clientele & maintaining high standards. Eager to be part of a dynamic team and further develop my expertise.

Professional Summary

- More than 5 years of work experience in UAE in the field of customer service, public relations & guest experience.
- Proven track record of managing high volumes of customer interactions, utilizing advanced communication channels such as phone, email, live chat, and social media, ensuring customer satisfaction and brand loyalty.
- Skilled in problem resolution, handling complex issues with patience and professionalism, maintaining positive customer relationships.
- Fluent in English, Arabic, Hindi, Urdu, Punjabi enabling effective communication in Dubai's diverse, multicultural corporate environment.
- Demonstrated ability to work in high-pressure environments, remaining calm and focused while meeting or exceeding KPIs.
- Strong understanding of the Dubai market and its customer expectations.

Certifications and Licenses

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|---------------------------------------|---------------------------------|
| ▪ UAE Golden Visa (10 years) | ▪ Guinness World Records (2018) |
| ▪ Valid Driving License | ▪ DXB Fashion Week |
| ▪ IELTS (7.0 Band) | ▪ Naj Academy |
| ▪ Project Management Certified (2023) | ▪ Asianet Think Challenge |

Professional Experience

Admin Registration

05/2024- Present

DWTC – (Dubai World Trade Centre)

- Executed several company events including team building activities.
- Provided administrative support to cross-functional teams, optimizing communication channels.
- Ensuring smooth passages and entry for VIP clients and served as a primary point for contact for them.
- Achieving 95% success in inquiry rates and guest satisfaction all around.
- Reporting accurate metrics and information to the management on time.
- Organizing individuals and guests from different industries such as media, influencers, buyers and VIP's.
- Facilitating smooth operations wherever necessary, dealing with intense people management on the go.
- Ensured compliance with the company standards and government policies.

Customer Service Expert

10/2021- 08/2023

GIA - The Dubai Mall

- Managed reservations and escorted guests courteously, ensuring a seamless experience for every client and visitor.
- Addressed guest queries and handled calls and inquiries with professionalism, offering accurate information and timely solutions.
- Elevated guest satisfaction by 70% by consistently providing exceptional service and personalized attention to customer needs.
- Managed 25+ events with luxury and designer brands, ensuring smooth operations and flawless event execution.
- Trained and mentored 15+ staff, improving team efficiency and service delivery by implementing best practices in customer interaction and problem-solving.
- Leveraged Google reviews and social media platforms to increase brand visibility and grow overall ratings by 40%, enhancing customer trust and loyalty.
- Responded to and managed 20+ VVIP bookings, ensuring personalized and high-quality service for top-tier clients and personnel.
- Achieved 91/100 marks in mystery shopper evaluations, demonstrating a strong commitment to maintaining high service standards and customer satisfaction.

Customer Relations and Promotions Coordinator

04/2020 to 06/2021

Mana Trading FZE. – Sharjah, UAE

- Boosted guest satisfaction scores by 25% by implementing personalized service strategies that catered to the unique needs of each guest, resulting in enhanced customer loyalty.
- Developed and implemented innovative sales promotions, achieving a 15% increase in revenue by driving customer engagement and leveraging seasonal offers.
- Managed social media queries, responding to customer inquiries and promoting brand initiatives, resulting in a 40% increase in online engagement and streamlining customer interaction processes.
- Utilized convincing communication and negotiation skills to enhance customer relationships, resulting in a 10% increase in average transaction value by upselling and cross-selling relevant products and services
- Follow up with customers for any issues / making sure of deliveries on time.
- Make sure all reports are maintained accurately.

Education

American University in the Emirates – Business Management (2020-2024)

- **GPA: 3.85**
- AUE Presidents List (Twice)
- Awarded Magna Cum Laude for excellent academic performance

India International School Sharjah – Commerce (2020)

- Graduated with 86%
- Subject topper in overall CBSE board.

Technical & Soft Skills

- Microsoft Office 365
- Microsoft Teams
- Power BI
- SPSS
- Data Analysis
- Project Management (Scrum)
- Attention to detail
- Team oriented
- Communication and negotiations
- Improvisation and adaptability
- Trained for fast-paced environments
- Time Management

Personal Information

UAE GOLDEN VISA: Issued 09/2024 (10 years) | Driving License | Expiry: 08/2028

Current Location: Dubai-UAE | DOB: DEC 13, 2001
