ABDUL SAMAD

CUSTOMER SERVICE/ AIRSIDE OPERATOR

CONTACT

+971588951179

Abdul-samad343@hotmail.com

Sharjah Nahda

SKILLS

- Active listening and service oriented
- Proactive and problem solving skills
- Skills adaptive/ability to work under pressure
- Customer engagement
- Administrative support Worksite
- Safety Materials movement
- Equipment operations Team Coordination

LANGUAGES

- English ●●●●●
- Urdu/Hindi ●●●●●
- Pashto ●●●●●
- Arabic ●●●●●

EDUCATION

- **2012 H.H.SHIEKH RASHID AL MAKTOUM PAKISTAN SCHOOL DUBAI**
- HIGH SCHOOL DIPLOMA

- **2012 CONTINENTAL ACADEMY COURSE**
- Completed Coursework: in P.A.C.E Pioneering alternative career education.

REFERENCES

Shall be provided on request

PROFILE

Over 10 years of customer service, banking management and airport service experience. Personable office administrator prioritizing multiple tasks requiring prompt solutions. Dedicated customer service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results.

WORK EXPERIENCE

Motus Transport Events, **PRESENT**

Event Coordinator & Supervisor

- Planned and supervised event logistics, ensuring smooth operations.
- Managed vendors, resources, and on-site staff effectively.
- Communicated with clients and stakeholders to meet event goals.
- Trained and guided part-time staff for efficient teamwork.

Rukn Al Areesh Project Management Service **2022 - 2025**

Office administrator

- Managing developing administrative staff member and monitor goals
- Performing general office duties, including answering multi-line phones, routing calls and messages Composing internal memos and external
- corresponding for senior management and review Reduced administrative errors by diligently proofreading office documents and
- maintaining accurate records.

Dnata Airside **2017 - 2021**

Equipment operator and Cargo Administrator

- Operated heavy equipment's for shifting cargo in the aircraft.
- Receiving cargo from aircraft bay and delivering to main Dubai Air cargo terminal
- Worked as administrator in cargo department.
- Entering customer data and receiving customer feedbacks for various departments.

EMIRATES NATIONAL BANK ENBD **2013 - 2015**

Call Center representative

- Skilled at working independently and collaboratively in a team environment.
- Performed independent check of KYC (know your customers) information provided by responding to 120 clients on a daily basis.
- Worked as Telesales agent Selling a range of products and services, to both new and existing clients Managed and passing on customers feedback
- Closing sales and marketing plans to gain business Worked as debit Card Activation team.

Souq / Sukar e- commerce L.L.C (Mar 2013 – June 2013)
Customer Service

- Collected customer feedback and make process changes to exceed customer satisfaction goals.
- Made reasonable procedure exceptions to accumulate unusual customer requests.
- Provided accurate and appropriate information in response to customer inquiries.
- mproved customer rating by properly directed inbound calls in phone queues to improve call flow.
- Facilitated information flow between customer service, account management operation quality assurance, training and payroll departments to guarantee call centre objective were met 80%