



# JUNAID Abbasi

Customer Service Executive

## CONTACT ME

☎ +971-55-4471660

✉ Junyabbasi.1989@gmail.com

📍 Al Qusais 01, Dubai (UAE)

**UAE Driving License: Available**

## EDUCATION

**Bachelor of Commerce**

**Punjab University**

2012-2014

**Diploma of Commerce**

**Punjab board of Technical Education**

2009-2011

## SKILLS

- Interpersonal Skills
- Self Starter
- Multi tasking
- Flexibility
- Positive Attitude
- Process Flows

## LANGUAGE

- English
- Urdu
- Punjabi

## WORK EXPERIENCE

**Customer Service Executive**

2021-Present

**Emirates Driving Institute I Dubai, UAE**

Emirates Driving Institute, in operation since 1991. EDI is the largest and the most successful Driving Institute in Dubai and the Middle East. Achieved a customer satisfaction rate of 97% for 2023. Providing the best customer service through face to face, over the call, email or chat. Providing the information regarding our course for obtaining a driving license. Booking the driving classes and test for candidates. Carried out retention calls with unsatisfied customers, convincing 60% of them to open driving license with EDI only. Conducted survey calls for student regarding feedback and preparing reports.

**Customer Service & Security Team Lead**

2018-2021

**Transguard Group LLC I Dubai, UAE**

Transguard Group was established in 2001 and has diversified significantly, now leading in the fields of Cash Services, Security Services. As i worked in the world biggest The Dubai Mall, dealt with Medical/First Aid issues, Lost and Found procedures & missing and found notifications. Reported lost & found items. Produced daily inspection report & follow-up. Our most of the work is based on customer service so assisting thousands of customers who are inside the mall with very professional way as per the standard.

**Customer Service Representative**

2015 - 2017

**Sybrid Telenor I Pakistan**

Diverse & multicultural organization with offices around the globe. 22,000 diverse individuals as part of Telenor's DNA. Attained daily, weekly and monthly targets specified by the process. Expertise in working with a team to achieve the targets which had set by the company. Excellent in converting the cold calls into new sale. Providing the best customer service through face to face communication, over the call and email or chat. Hit and exceeded department KPIs by 80% for 3 months.

## CERTIFICATION

- Certification of Service Quality achieved 99% by the Emirates Driving Institute
- Certification by EDI for having the high registered in PREMIUM courses
- Certificate of Appreciation by The Dubai Mall management