



TOQEER JAWED

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PROFILE SUMMARY

I am an accomplished professional with expertise in customer service, graphic design, accounting, and front desk operations. My strong communication skills and problem-solving abilities enhance my capacity to work collaboratively and drive business growth. I am adept at managing projects while ensuring exceptional customer experiences and maintaining a positive team environment.

EDUCATION

Karachi University

- Under Graduate (B COM)

Govt City College

- Intermediate in Pre-Engineering 2010 -2012

Excellence Secondary School (Karachi/Pakistan)

- Matriculation in Computer Science 2008 -2010

Arena Multimedia

- Graphic Designer 2020

Pakistan Institute of Tourism & Hotel Management

- Hotel Management 2016

OraSoft Training Institute

- Microsoft Office 2010

Enables

- Ecommerce 2023

WORK EXPERIENCE

Cashier & Service Associate | Albaharna Readymade Garments Trading Co.L.L.C Dubai

A company specializing in the sale and distribution of high-quality ready-made garments across international markets.

2023 - 2025

- Managed daily cash transactions, including customer deposits and withdrawals, ensuring accuracy in all financial exchanges.
- Communicated regularly with clients regarding payment schedules, maintaining up-to-date ledgers and resolving discrepancies promptly.
- Developed and maintained strong working relationships with vendors to facilitate smooth product dispatch and resolve any issues related to delivery or payment.

Corporate Department Executive, Graphic Designer I Veuns Carpet Pvt Ltd

A company specializing in carpet manufacturing and sales.

2021 - 2023

- Communicated with clients about product and pricing, opened and maintained client accounts.
- Managed ledgers and resolved complaints.
- Created visually appealing graphics for Facebook pages and posts

Customer Service Department | IBEX Global (Food Panda)

A global provider of customer service solutions for online food delivery.

2019 - 2021

- Provided exceptional customer service, assisted with order placement, and resolved customer issues.
- Utilized customer service software to manage customer inquiries and complaints.
- Responded to high volume of customer inquiries via phone, email, and chat support.

Front Desk Officer | Hotel Faran

A hotel providing accommodations and hospitality services.

2017 - 2019

- Greeted visitors and customers upon arrival, offered assistance and answered questions.
- Maintained transaction security by verifying payment cards against identification.
- Controlled cash and credit card payment transactions at front desk.

Event Assistant | Real Talent & Event Management

- Started as an intern supporting small-scale local events and quickly progressed to handling freelance projects independently.
- Assisted in planning and executing over 50+ events including job fairs, workshops, and talent shows.
- Managed vendor communications, venue logistics, and on-site coordination for smooth event flow.
- Supported digital promotions via social media and email campaigns, contributing to increased event visibility and attendance.
- Gained strong experience in time management, teamwork, and client-facing communication in dynamic event settings.

Intern: June 2017 – Dec 2017

Freelance: Jan 2018 – Dec 2022

Director Assistant | Pak Qatar Family Takful

An insurance company providing a range of takaful solutions.

2016 - 2017

- Trained and mentored new employees on industry practices.
- Created and updated records and files to maintain document compliance.
- Tracked key business metrics and made recommendations for proactive adjustments.

PROFESSIONAL SKILL

- Microsoft Office
- Problem Solving
- Adobe Photoshop
- Collaboration/Teamwork:
- Leadership
- Time Management
- QuickBooks

LANGUAGES

- English (Fluent)
- Urdu (Fluent)
- Arabic (Basics)