



CONTACT

+971 50 544 5903
ahmadtauqeer0@gmail.com
Dubai, UAE

PERSONAL DETAILS

- Date of Birth : Mar 09, 1989
- Nationality : Pakistan
- Sex : Male
- Civil Status : Married
- Passport No : AA0403765
- Visa Status : Employment Visa
- Languages : English, Arabic
Hindi & Urdu

EDUCATION

MATRICULATION

Oriental Science College
Muzaffarabad A.K Pakistan

INTERMEDIATE

Islamabad College

Have successfully complete
Computer Diploma in Hardware and
software

PROFILE

- Interpersonal skills
- Hard working and result oriented
- Discipline and dedicated
- Energetic and dynamic approach to work
- Able to handle multiple task simultaneously
- Work effective both independent and as a part of a team
- Strong organization and motivation skills
- Friendly, competent and hard working

TOUQEER MATLUB

SALES / CASHIER / CUSTOMER SERVICE / MANAGEMENT

OBJECTIVES

To pursue a career in dynamic organization which provides me an excellent & challenges experience.

WORK EXPERIENCE

SALES REPRESENTATIVE

Nujood Sweets and Restaurant, Dubai, UAE

Oct 2017 – Current

- Took phone calls accurately from customers and provided relevant information.
- Provided detailed information to walk in guests which made them recurring customers
- Create invoices as and when required
- Reschedule and cancel reservations as and when needed
- Resolve complaints as and when necessary

SALES MANAGER

Hamdan Furniture Show Room Retail, Dubai, UAE

2017 - 2021

- Recommend and work with Furniture Sales Operations.
- Participates in Corporate and National process improvement teams or councils, provides recommendations and modifications to operating policies and procedures, assist with training and Implementation to attain greater profitability and efficiency in work.
- Provides professional customer interface and client relations throughout project and may be the single point of contact for customer.
- Responsible for hiring, training, and developing highly competent staff.

ASSISTANT ACCOUNTANT

Panorama Group Hotels, Dubai, UAE

Apr 2013 – May 2015

- Handling Petty cash
- Preparing Daily Food cost for F&B
- Daily sales Recap and sales report checking
- Daily Preparation of revenue report for last night sale
- Daily collection checking and depositing in bank
- Bills Receivable
- Bills Payable
- Handling stores and purchase Transaction
- Checking goods receipt note / Store Requisition on daily basis
- Dealing with a customer and companies

RESERVATION AGENT

Panorama Hotels, Deira, Dubai, UAE

Mar 2012 – Apr 2013

- To deal with any special enquiries and ensure the relevant traces are placed against the reservation.
- To beware of future business on the books and to take Action as directed to fill low period.
- To ensure all brochure and dealt with speedy and efficiently.
- Make reservation both for accommodation and dine.
- Actively participate in promotion and publicity activities as and when requested

DRIVING LICENSE

- License No : 4839784
- Date of Issue : 11/12/2024
- Date of Expiry : 11/12/2026
- Place of Issue : Dubai
- Vehicle Permit : Light Vehicle (A)

SKILLS

- Customer service Expert
- Call Center service Operations Expert
- Complaint Handling / Dispute Resolution Expert
- Sales Lead Generation Expert
- Data entry/Record Management Expert
- Multiline Phone use Expert
- MS Word, Excel, Access

REFERENCE

Excellent reference available upon request

CASHIER

Panorama Hotels, Bur Dubai, Dubai, UAE

May 2011 – Feb 2012

- Make customer orders at the counter
- Receive payments and present change to customers
- Pack food items, make coffee, and fill beverage cups
- Function as the host/hostess of the restaurant
- Make reservations for customers
- Receive food checks from waiters or customers
- Appeal to impatient or irritated customers, especially during rush hours
- Manage the register, including all credit card and cash operations
- Ensure a balance of the register at the end of the shift or working period

CUSTOMER SERVICE REPRESENTATIVE

Mobile Shop, Pakistan

2008

- Handle Customer inquiries,
- Complaints
- Billing Question and payment extension/services requests.
- Calm angry callers,
- Repair trust,
- Locate resources for problem Resolution and design best-option solutions.
- Interface daily with internal partners in accounting,
- Field services, new business, operations and customer affairs divisions

DECLARATION

I hereby confirm the above information given is true and correct to the best of my knowledge.

Touqeer Matlub