



Contact Information

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Personal Information

- Father's Name: Muhammad Attiq
- Date of Birth: 14th February 1999
- Place of Birth: Dubai, UAE
- Sex: Male
- Marital Status: Single
- Nationality: Pakistani
- Passport Number: UH0154652
- Date of Issue: 4, June 2017
- Date of Expiry: 3, June 2022
- Place of Issue: Pakistan

Career Summary

Dedicated and versatile professional with extensive experience in customer service, administrative operations, and telecommunication roles. Proven expertise in team management, client interaction, and efficient administrative practices. Strong ability to adapt to new challenges, ensuring excellence and professionalism in all tasks. Skilled in leveraging technical and interpersonal skills to provide exceptional service and foster positive relationships.

Computer Skills

- Proficient in MS Office Suite
- Word, Excel, and PowerPoint.
- Skilled in Graphic Design and Internet Operations.

TALHA MUHAMMAD

GENERAL MANAGER

WORK EXPERIENCE

General Manager in Customer Services

2024 - Present

- Oversaw daily operations, leading a team of 20+ staff to consistently achieve a 98% customer satisfaction rate.
- Implemented process improvements that boosted client retention by 15%.
- Reduced operational costs by 10% through strategic resource allocation.
- Achieved a 20% increase in efficiency by optimizing performance metrics and workflows.
- Addressed escalated client issues promptly and effectively.
- Fostered a culture of continuous improvement and innovation.
- Coordinated with cross-functional teams for seamless service delivery.

Customer Service Representative

2023 - 2024

- Resolved 85% of customer issues on the first contact, improving customer satisfaction scores by 12%.
- Processed and documented 100+ client inquiries daily with a 99% accuracy rate.
- Streamlined CRM usage, reducing data retrieval time by 30%.
- Collaborated with teams to redesign service protocols, resulting in a 10% reduction in complaint resolution times.
- Collaborated with internal teams to enhance service delivery processes.
- Identified and resolved recurring issues to improve customer experience.
- Conducted client feedback surveys to gather actionable insights.

Telephone Operator

2022 - 2023

- Managed over 200 calls daily with a 95% success rate in routing inquiries to the correct departments.
- Reduced call handling time by 15% through improved call scripts and training.
- Achieved a 98% satisfaction rating from clients for effective and courteous service.
- Maintained detailed records of communications, enhancing departmental efficiency by 20%.
- Managed emergency calls and routed them to relevant authorities.
- Provided product and service information to potential customers.
- Troubleshooted basic technical issues over the phone.

Administrative Roles

October 2018 - 2022

- Processed and organized over 1,000 records monthly, maintaining a 99.8% accuracy rate.
- Coordinated 50+ meetings and events annually, ensuring seamless execution.
- Improved policy compliance monitoring, reducing violations by 20%.
- Assisted in onboarding 100+ new employees, streamlining the training process by 25%.
- Maintained confidentiality of sensitive information and handled data entry tasks.

Key Skills

- Customer Service Excellence
- Team Leadership and Mentorship
- Communication and Interpersonal Skills
- Administrative Efficiency
- Adaptability and Resilience
- Problem-Solving and Decision-Making
- Positive and Professional Attitude
- Multitasking in High-Pressure Environments
- Strategic Planning and Execution
- CRM Software Proficiency
- Telephone Handling Expertise
- Graphic Design Competency
- Time Management and Organization
- Client Relationship Management
- Data Analysis and Reporting

Languages

- English (Fluent)
- Arabic (Proficient)
- Hindi (Proficient)
- Urdu (Native)

EDUCATION

- **O Level 5**
- *Awarded by Cambridge International University.*

BTEC Level 3 Extended Diploma in Aeronautical Engineering (QCF)

- *Awarded by Emirates Aviation University, specializing in Aerospace Engineering and Academic Studies.*

Certificate IV in Aeronautical Engineering

- *Achieved from Emirates Aviation University, focusing on core engineering principles and practices within the aeronautical field.*

STRENGTHS

- Highly adaptable and dedicated, with a strong commitment to tackling new challenges and responsibilities.
- Self-motivated and responsible, consistently demonstrating reliability and a positive attitude in all tasks.
- Honest and trustworthy, with exceptional communication skills, both verbal and written.
- Proficient in customer care and client interaction, ensuring excellent service delivery and satisfaction.
- Maintains a positive, professional demeanor in all situations, fostering a welcoming and effective work environment.
- Dedicated, hardworking, and approachable, consistently contributing to team success through routine tasks and collaboration.
- Skilled in telephone handling and communication, providing clear and efficient support to clients and colleagues.

REFERENCE

- *Will be provided upon request*