



ARSALAN MUREED

Customer Care Services /Customer Support



Personal information

arsalanmureed12@gmail.com
0552750590
Al Nahda 1 Dubai
Dubai
Single



Languages

ENGLISH - Professional
HINDI - Professional
URDU - Professional



Skills

TIME Management - 2
Team Work - 2
Ms WORD - 2
Emergency response - 1
Solving Problems - 1
Communication Skills - 1



Social



Work experiences

Deluxe International Cargo dubai

03-2023 - 1-2024

Customer care services /Customer Support

Receive orders/inquiries via phone, e-mail, and WhatsApp , and enter orders into the system.

Place purchase orders and confirm sale/buy prices.

Coordinate shipments with carriers. Arrange equipment, loading/unloading scheduling and requirements.

Track and trace shipment movements to ensure availability, estimate loading dates and transit time. Responsible for handling customer complaints and concerns.

Problems solving skills enable them to solve issues quickly and successfully by analysing the cause of the problem, generating possible solutions.

Implementing a plan to resolve the problem.

ROYAL PAK WADI RESTAURANT, DUBAI

01-2024 - 04-2024

Customer Services Representative

Achieving a position as Customer Services in a well-respected organization and

Contribute positively to the

accomplishment of company goals.

I strive to be a valued member of my company.

Responsible for handling customer complaints and concerns.

Problems

solving skills enable them to solve issues quickly and successfully by analysing the cause of the problem, generating possible solutions and

implementing a plan to resolve the problem.

SPORT VISION COMPANY

08/2016 - 10/2020

Customer care Services

Handle inquiries and resolve customer complaints via phone, email, or in-person.

Assist customers with product information, sizing, and recommendations.

Process orders, returns, and exchanges efficiently and accurately.

Maintain a high level of customer satisfaction through outstanding service.

Collaborate with other team members to improve overall customer experience.

Keep accurate records of customer interactions and transactions.

Responsible for handling customer complaints and concerns.

Problems

solving skills enable them to solve issues quickly and successfully by

analysing the cause of the problem, generating possible solutions and
implementing a plan to resolve the problem.
Answers the all Customer questions and tell them about company items and product and how to use it.



Educations

GC UNIVERSITY FAISALABAD

08-2016 - 11-2020

BACHELOR DEGREE

BS Operation theater Technology

RISE COLLEGE

07-2014 - 07-2016

Intermediate

GOVERNMENT HIGH SCHOOL SABRA

06-2012 - 07-2014

Matric