

ADNAN MAZHAR.



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📍 Al khail gate al quoz 2.

SKILLS

Microsoft Office, Computer, Customer Service, , Documentation, Filing, Faxing. Proven customer support experience or experience as a Client Service Representative. Track record of over-achieving quota. Strong phone contact handling skills and active listening. Excellent communication and presentation skills. Ability to multi-task, prioritize, and manage time effectively

INTERESTS

Cricket

Football

Traveling



OBJECTIVE

I am a highly motivated professional with more than 4 years of Dubai Airport experience. I currently work at Dubai Airport Terminal 3 where my focus is to facilitate a pleasant customer journey from check-in to goodbye. I have a great understanding of the culture and worked across diverse job roles within customer care. I am now seeking a new challenge where I can further grow my skills and elevate the customer service experience.



EXPERIENCE

Customer Service cum Call center

2018 - 2021

Uber Eats UK.

Answering customers resturants and delivery partners calls and emails.

Refund them using Bliss and help them in different ways.

Meet personal/customer service team sales targets and call handling

quotas Handle customer complaints, provide appropriate solutions and

alternatives within the time limits; follow up to ensure resolution

Guest experience ambassador.

January 2022 - January 2023

Dubai international Airport

Routinely greets passengers and handles processing procedures.

- Verifies identification and travel documents to efficiently board

passenger for on-time departure.

- Responsible for providing excellent customer service by handling

enquiries, reservations, ticketing, passenger check-in.

- Handling smart gates for departures and arrivals.

- WELCOME / CONNECT / HANDOVER with customers

Dubai International Airport Terminal 3

Real estate agent

Home & Joy Real Estate

Excellent communication and interpersonal skills

Strong sales and negotiation skills to close deals

Preparing documents such as representation contracts, purchase agreements, closing statements, deeds, and leases.

Coordinating property closings, overseeing the signing of documents and disbursement of funds

Evaluate clients' financial abilities and research properties within their

Real Estate Agent

Optimus Property

Maintain a good relationship with Clients.

Prepare necessary paperwork such as closing statements, deeds, cor agreements and leases

Compile lists of real estate properties with details regarding their loca and features

Promote sale of properties through open houses, engagement in mult and advertisement.

Working with different developers on off plan projects.



EDUCATION

Business management

Stratford collage of management.

Commerce Study

Punjab group of commerce

High school matric.

Iqbal high school Gujranwala.



ACHIEVEMENTS & AWARDS

Training & Certifications. GUEST EXPERIENCE AMBASSADOR.