

RASHID AHMED



CUSTOMER SERVICE SPECIALIST | BUSINESS ADMINISTRATION GRADUATE

SUMMARY

Motivated and customer-oriented professional with experience in service delivery, operations, and administrative support. Seeking to apply my strong communication skills, attention to detail, and problem-solving abilities in fast paced environment. Eager to contribute to smooth airport operations, enhance passenger experience, and support team success across various functions

CONTACT



050 727 3281



rashidahmed.ra482@gmail.com



Al rashidia, UAE



UAE Driving License

WORKING EXPERIENCE

Property Sales Coordinator

Emirates Property, Dubai — [Jan, 2025] to [May, 2025]

- Assisted the sales team with client communication and property viewings
- Handled customer follow-ups and maintained records
- Helped prepare documents and supported daily sales operation
- Handled payments, including cheques and cash.

Customer service officer

Magic Planet, Majid al futtaim, Dubai — [June, 2023] to [Jan, 2025]

- Delivered exceptional customer service, ensuring a fun, safe, and seamless experience across various attractions and arcade games.
- Resolved customer inquiries and complaints promptly, maintaining high levels of satisfaction and loyalty.
- Adhered to strict safety guidelines and maintained a clean, welcoming environment for all guests.
- Assisted in training and mentoring new staff on company policies, safety procedures, and service standards

Customer service associate

Marks And Spencer's, al futtaim, Dubai — [Nov, 2022] to [April, 2023]

- Greeted and welcomed customers warmly, ensuring a positive and approachable experience.
- Built and maintained strong customer relationships to encourage repeat business and brand loyalty.
- Provided detailed product knowledge and personalized recommendations to enhance the customer shopping experience.
- Addressed and resolved customer complaints and concerns promptly, ensuring a high level of customer satisfaction.

Education

High school diploma

the central school – Dubai, UAE
year of graduation: 2019

Bachelor of business administration in international business management

euro college – Dubai, UAE
year of graduation: 2023

Key Skills

- Exceptional Customer Service
- Complaint Handling & Conflict Resolution
- Client Relationship Management
- Contact Center Operations
- Property Viewing Coordination
- Payment Handling (Cash & Cheques)
- Sales & Administrative Support
- Product Knowledge & Upselling
- CRM & Data Entry
- Staff Training & Mentoring
- Safety Compliance & Guest Experience
- Communication & Interpersonal Skills
- Multitasking & Time Management
- Microsoft Office & Email Correspondence
- Teamwork & Collaboration

Contact center agent

Emirates Post, Dubai — [Feb, 2021] to [Aug, 2022]

- Handled incoming calls, providing assistance and support to clients and customers, managing data and records in the system.
- Effectively addressed client queries and resolved customer issues, ensuring accurate documentation of customer interactions.
- Maintained positive customer relationships by following up on inquiries and providing timely solutions, while updating client records.
- Coordinated internal communications, ensuring smooth workflow and efficient issue resolution for both customers and departments.

Frontline Service Representative

Al shamsi holdings, Dubai — [Feb, 2020] to [Dec, 2020]

- Resolved customer complaints and issues efficiently
- Provided effective solutions to meet customer needs
- Ensured high levels of customer satisfaction through proactive assistance
- Managed contact data, maintained documentation, and adhered to communication protocols

languages

- **English (Fluent)**
- **Hindi/Urdu/Bangla (Fluent)**
- **Arabic(Intermediate)**