

# IMRAN MOHD. SARIF

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Dubai, United Arab Emirates



## SUMMARY

Customer Service Executive with proven experience in visa medical documentation, front-desk operations, and client support within Dubai's healthcare and service sectors. Highly skilled in handling complex customer inquiries, managing large volumes of appointments, and ensuring complete compliance with UAE regulatory standards. Adept at maintaining accurate records, streamlining administrative workflows, and coordinating between departments to deliver seamless service experiences. Known for building strong client relationships through active listening, clear communication, and efficient problem resolution. Committed to providing exceptional customer service, enhancing operational efficiency, and contributing to the overall success of the organization in fast-paced, high-pressure environments.

## WORK EXPERIENCE

### Customer Service Representative | Al Quoz Mall Medical Fitness Center - Dubai (Oct 2023 - Present)

- Verify and process visa medical documentation with 100% compliance.
- Guide clients through medical procedures to ensure smooth service delivery.
- Handle high-volume inquiries via phone, email, and in person.
- Schedule and track appointments to minimize delays and improve workflow.
- Resolve client concerns promptly, maintaining high satisfaction levels.

### Sales Executive, Cotton Collection - Guwahati, India (2021 - 2023)

- Welcomed and assisted customers, creating a positive in-store experience.
- Recommended suitable products based on customer needs, increasing sales.
- Resolved complaints effectively, ensuring repeat customer trust.
- Organized sales floor and product displays for better visibility.
- Supported promotional activities and visual merchandising setups.

## EDUCATION

- **Master of Commerce** - Aligarh Muslim University, India (2022 - 2024)
- **Bachelor of Commerce** - Assam University, India (2018 - 2021)
- **Diploma in Computing** - Karimganj College, India (2020 - 2021)

## **SKILLS**

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- Customer Service & Client Relations
- Visa Medical Documentation & Typing
- Problem Solving & Conflict Resolution
- Appointment Scheduling & Coordination
- Communication (Phone, Email & In-Person)
- Compliance & Documentation Accuracy
- Time Management & Multitasking
- Team Collaboration & Support

## **LANGUAGES**

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- English - Full Professional Proficiency
- Hindi - Full Professional Proficiency
- Bangla - Full Professional Proficiency
- Arabic - Elementary Proficiency

## **PERSONAL DETAILS**

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- Nationality: Indian
- Marital Status: Single
- Visa: Employment