



# Naila Tanveer

Results-driven Customer Service and Sales Professional with a strong background in financial services and healthcare. Adept at handling customer inquiries, resolving complaints, and driving results through personalized recommendations. Skilled in relationship management, problem-solving, and product education to enhance customer satisfaction and loyalty. Seeking a role in customer service or sales that leverages my experience in client engagement and service excellence.

## Contact

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**Address**  
Dubai, UAE

## Education

2016 - 2020  
**BSc Hons in Human Nutrition & Dietetics**  
PMAS Arid Agriculture University

## Skills & Competencies

- Customer service & issue resolution
- Sales & relationship management
- Communication & interpersonal skills
- Problem-solving & conflict resolution
- Documentation & compliance

## Language

English  
Urdu  
Hindi

## Experience

- **Apr 2025 - present**  
Medcare, Dubai  
**Senior Healthcare Executive**
  - First point of contact for clients at the front-desk, greeting and guiding the clients
  - Book appointments and manage scheduling for doctors to ensure smooth operations.
  - Register new clients, maintain patient records, oversee billing using clinic software.
  - Explain procedures, service fees, and treatment protocols to clients.
  - Support daily operations & ensure communication with clients & healthcare providers.
- **May 2023 - Feb 2025**  
Al Ihsan Hospital, Rawalpindi  
**Dietitian & Nutritionist**
  - Delivered personalized nutritional counseling & tailored meal plans for patient needs.
  - Guided clients on healthy eating habits and long-term lifestyle improvements.
  - Collaborated with healthcare teams to enhance patient outcomes through optimized nutrition.
  - Monitored progress and adjusted dietary plans to ensure patient satisfaction.
- **Jul 2022 - Mar 2023**  
Sharaf DG - Mashreq Bank  
**Customer Service Representative & Sales Executive**
  - Met and exceeded monthly sales targets by promoting banking products.
  - Handled customer inquiries, complaints, and credit policy explanations.
  - Followed up with clients to ensure satisfaction and issue resolution.
  - Educated customers on credit card benefits and financial management.
  - Processed applications and ensured compliance with bank policies.
  - Built customer relationships through referrals and service excellence.
- **Jan 2021 - May 2022**  
Al Ihsan Hospital, Rawalpindi  
**Dietitian & Nutritionist**
  - Provided nutritional counseling and meal planning for patients.
  - Advised on healthy eating habits and lifestyle changes.
  - Worked with healthcare teams to optimize patient nutrition.
- **Internships (Healthcare & Nutrition)**
  - Armed Forces Institute of Cardiology (Sep 2021 - Oct 2021) - Nutritionist Intern
  - National Institute of Health, Islamabad (Mar 2020 - May 2020) - Nutritionist Intern
  - Shifa International Hospital, Islamabad (Aug 2019 - Sep 2019) - Nutritionist Intern

## Certification & Training

- Customer Service & Sales Training, Mashreq Bank (2022)
- Certificate in Halal & Tayyab Food, PMAS-AAUR (2018)
- Food Expo 2017 Participation Certificate, PMAS-AAUR
- World Food Day Celebration 2018 Participation Certificate
- Food Product Development Competition Certificate