



CONTACT INFO

Mobile

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Email

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Address

Dubai, UAE

SKILLS

- Customer service skills
- Good time-management skills
- Patience
- Positive Attitude
- Dependability
- Stress Tolerance
- Adaptability

PERSONAL INFO

- Date of Birth : 09-01-1997
- Marital Status : Married
- Nationality : Pakistan
- Passport No : JS1074192

LANGUAGES

- English
- Hindi
- Urdu
- Punjabi

AROOJ ABID

CAREER OBJECTIVE

Aspire to serve a reputed organization with sincerity & determination, to succeed with sound professional knowledge & creativeness, and be involved in strategic decision making in contributing effectively to achieve the primary objective of the organization.

WORK EXPERIENCE

Operational Executive

JK International FZE, Dubai

Nov-2023 onwards

- Updating day to day Inward & outward Shipment record,
- Keep tracking of all the upcoming shipments in excel and Calendar update,
- Keeping & Updating FTA Documentation with regards to Excise Tax,
- Handling Logistics Documentation at jebel Ali Free Zone Activities,
- FTA Compliance as and when required year wise moth wise etc.

Administrator

JK International FZE, Dubai

Sep-2023

- Coordinated communications between various departments to schedule meetings and keep the company informed on critical matters.
- Set up new files and assigned tracking numbers.
- Maintained impeccable office organization to support efficiency, professionalism and performance objectives.
- Scheduled appointments and maintained master calendar.
- Oversaw day-to-day office operations such as organizing correspondence, managing incoming calls and creating business records.

CUSTOMER SERVICE REPRESENTATIVE

Ufone Tele-Com, Gujrat, Pakistan.

2021-2023

- Maintaining a positive, empathetic, and professional attitude toward customers at all times,
- Responding promptly to customer inquiries,
- Communicating with customers through various channels,
- Acknowledging and resolving customer complaints,
- Knowing our products inside and out so that you can answer questions,
- Processing orders, forms, applications, and requests,
- Keeping records of customer interactions, transactions, comments, and complaints,
- Communicating and coordinating with colleagues as necessary,
- Providing feedback on the efficiency of the customer service process,
- Managing a team of junior customer service representatives,
- Ensure customer satisfaction and provide professional customer support.

MARKETING REPRESENTATIVE

Sundas Foundation, Gujrat, Pakistan.

2020-2021

- Work with marketing managers to develop and implement comprehensive advertising campaigns and strategies (online and offline),
- Plan and support promotional events and contests,
- Cultivate cross-marketing partnerships with other businesses,
- Produce and share content on social media,
- Optimize websites for search engines,
- Analyze web traffic data,
- Conduct customer surveys to gain a better understanding of market groups.

EDUCATION & TRAINING

- | | |
|---|-------------------------|
| <p>❖ Certification In Airline Management
COTHM international</p> <ul style="list-style-type: none">• Computerized reservation concept (CRC)• Air Fares & ticketing course level 1• IATA Geography in travel planning exam• Amadeus• Diploma in Air Ticketing & Reservation systems | <p>2019-2020</p> |
| <p>❖ Bachelors in business management
Skill Department Technical Council.</p> | <p>2016-2018</p> |
| <p>❖ Fine Arts
Gujrat Group of College.</p> | <p>2014-2016</p> |
| <p>❖ Matric</p> | <p>2004-2013</p> |