



MUHAMMAD DAWOOD

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EDUCATION

Rawalpindi Collage of Commerce & Science

- Intermediate
- Bachelor Continue

SKILLS

- Effective Communication
- Data entry proficiency
- Self Motivate
- Organizational skills
- Analytical thinking
- Time Management
- Leadership
- Problem-solving
- Report writing
- Team Work
- Incident reporting
- Critical Thinking

LANGUAGES

- English
- Arabic
- Urdu

PROFILE

Dedicated and reliable professional with a strong focus on customer satisfaction and organizational efficiency. Known for maintaining a calm and composed demeanor in challenging situations, fostering positive interactions, and ensuring secure environments. Experienced in delivering exceptional service through proactive problem-solving and a commitment to excellence. Demonstrates a results-oriented approach, contributing to streamlined operations and enhanced customer experiences. Passionate about upholding high standards and creating a safe and welcoming atmosphere for all stakeholders.

WORK EXPERIENCE

Front Desk Receptionist Aljabir Security, Abu Dhabi

November 2023 – Present

- Provide a professional and welcoming environment for all visitors, clients, and employees, ensuring excellent customer service.
- Manage the front desk by handling incoming calls, directing them to the appropriate departments, and taking accurate messages when necessary.
- Maintain visitor logs, issue security passes, and ensure adherence to company security protocols.
- Coordinate and schedule meetings, appointments, and conference room bookings as required.
- Handle incoming and outgoing mail, courier services, and package deliveries efficiently.

Holiday Homes Admin Dubai, United Arab Emirates

June 2021 – June 2023

- Managed property bookings, reservations, and customer inquiries to ensure smooth operations and high guest satisfaction.
- Coordinated housekeeping and maintenance services, ensuring properties were well-maintained and ready for new guests.
- Handled financial transactions, including rent collection, invoicing, and expense management for holiday home properties.
- Assisted in marketing and promotions, including listing properties on various online platforms and social media.
- Ensured compliance with Dubai's holiday home regulations and maintained necessary documentation for legal operations.
- Managed guest check-ins and check-outs, ensuring a seamless experience and addressing any concerns promptly.
- Developed and implemented strategies to enhance occupancy rates and maximize revenue for property owners.

Customer Service Representative KP Leads

June 2020 – April 2021

- Provided exceptional customer service by handling inquiries, resolving complaints, and offering solutions to client concerns.
- Assisted customers via phone, email, and chat support, ensuring quick response times and effective communication.
- Maintained accurate records of customer interactions and feedback, contributing to service improvements.
- Processed orders, refunds, and account modifications while ensuring compliance with company policies.
- Worked closely with the sales and technical support teams to provide seamless service and increase customer retention.
- Trained new team members on company policies, customer handling procedures, and software systems.