#  FARAZ HUSSAIN BHATTI

# faraz (2)

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**Career Objective:**

To hold a responsible and challenging position in the service industry, using my acquired skills, experience and knowledge, to join an esteemed organization and to start fruitful result oriented career.

**Summary**

Had an experience of 4 years working in International companies related to customer service Worked as a Cashier & sales assistant in METRO cash departmental stores in textile section. Then In AMERICAN EAGLE JEANS as a sales assistant 1 Year. Customer Service Representative in ZONG Telecom 1 Year.

**Majid Al Futtaim Cinemas,VOX Cinemas(Dubai)Jan2015 to Present**

**Customer Service Representative**

* Assisting customer inquiries about Movie times and showing.
* Assisting customers to navigate the Website.
* Strives for 100% call closure and customer satisfaction.
* *Convincing customer to opt for VIP ticket and Gold ticket in place of regular ticket and explaining customer benefits of getting ticket booked ticket over the phone rather than online or ticket counter.*
* Acknowledge and appropriately greet and assist every customer in a timely manner and process customer orders in a courteous, efficient and timely manner.
* Assists staff and customers at the ticket counter
* Assists staff and customers at the candy bar
* Assists staff and customers at the foyer. Checks the tickets of the customers before entering the Cinema.
* Does cinema check before during and after screenings
* Provides excellent customer service to all VOX Cinemas visitors.
* Help the management team for the stock take, Receive the stock delivery weekly and check the expiration for all items.
* Check the poster weekly basis and change the posters also about the requirement.
* Report to the management immediately if something is not work properly.
* Handle the customer complaints.

**ZONG Telecom (Pakistan) Aug 2013 to Sep 2014**

**Customer Service Representative (Supervisor)**

* Delegating tasks.
* Monitoring the team’s performance.
* Assisting the team by performing the tasks with them.
* Helping with training and development.
* Handling complaints (from both staff and customers).
* Making the staff roster for duty.
* Reporting to senior management / personnel when required.
* Attracts potential customers by answering product and service questions; suggesting information about other products and services.
* Opens customer accounts by recording account information.
* Maintains customer records by updating account information.
* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
* Maintains financial accounts by processing customer adjustments.
* Recommends potential products or services to management by collecting customer information and analyzing customer needs.
* Prepares product or service reports by collecting and analyzing customer information.
* Contributes to team effort by accomplishing related results as needed.

**AMERICAN EAGLE JEANS** **(Pakistan) Dec 2011 to Mar 2013**

**Working as a Sales Assistant.**

* Ensure that the products in the store are well organized as per their category.
* Assist customers to find what they need.
* Advise customers to choose the best product (only if they ask you, or they seem to be a bit confused at some particular spot).
* Handle payments for the goods purchased.
* Attend calls for customers availing home delivery facilities.
* Keep a neat record of cash, and different receipts, and bills.
* Making arrangements for the customers needing a refund, or replacement of their
* products.
* Order products running out of stock, and then receive deliveries.
* Being up to date with the latest promotional schemes on various products, and informing customers about the same.

**Metro Cash& Carry Pakistan: Worked As a Cashier & Sales Assistant. Jan 2010 to Nov 2011.**

**Working as a Cashier and Sales Assistant.**

* Processing transactions quickly and accurately
* Advising customers
* Winning sales meet targets
* Maintaining eye-catching effective displays within the store
* Taking pride in your store and maintaining it to a high standard.Following the store operating procedures

**Personal Information:**

* Nationality: Pakistani
* Marital Status: Un-Married
* Date of Birth: 15-11-1989
* Visa Status: Resident Visa in Dubai
* Valid Driving License

**EdEducational Background :**

* **Cisco Certified Network Associate ( CCNA )**

 Corvit Institute (2012)

* **Bachelors in Commerce**

Punjab University Lahore (2011)

* **I.C.S Computer Science**

Scholar College Lahore (2009)

* **Matriculation with Computer Science**

Lahore Board (2007)

**Skills:**

1. Good presentation Skills
2. Excellent in Public Dealing
3. Analytical Thinking
4. Creativity
5. Flexibility
6. Excellent Interpersonal Skills
7. Good Team Management Skills
8. Proficient in MS Office Suite
9. Good in computer handling
10. Mostly handle the computer software

**References will be provided upon request**