



## Personal Information



Name  
Zeeshan Nadeem



Address  
Doha, Qatar



Contact  
70417142



Email  
Zeeshanabbasi.646721@gmail.com



DOB  
11-12-1999



Islamabad



Gender  
Male



Nationality  
Pakistani

## Language

English ★★★★★

Urdu ★★★★★★

Arabic ★★★

## ZEESHAN NADEEM



### WORK EXPERIENCE

May 2024-present *Public Relationship Officer* NBZ, Qatar

Communication and marketing skills to act at the contact point between internal team members and clients.  
Client relationship management skills to maintain professional communication with customers and maintain a high level of customer satisfaction.

Budgeting, bookkeeping and planning skills and knowledge of associated computer software.

Quality assurance skills to maintain company quality standards of product and services accordingly.

Jan 2021-2024 *Receptionist* The diplomatic club doha, Qatar

Serve visitors by greeting, welcoming, and directing them appropriately.

Notify relevant employees when visitors arrive.

Keep an eye on security and telecommunications systems.

Answer visitors' questions, calls, and emails, and provide them with the relevant information.

Maintain visitor, employee, and department directories and logs.

Follow security procedures, such as monitoring the logbook and issuing visitor badges.

Organize the reception area while complying with office procedures, rules, and regulations.

Arrange meetings, schedules, and travel accommodations for senior staff.

Keep a record of office supply inventory and expenses.

Sign for deliveries and ensure all mail and packages are distributed accordingly

May 2020-2021 *Customer Service Agent*

Islamabad International airport, Pakistan

Ensure all passengers have a positive experience at the airport.

Resolve customer complaints and issues promptly.

Coordinate with other airport departments and airlines.

Dealing with customers' queries and concerns about travel and logistics, assisting with check-ins, reservations and handling customer complaints

Sep 2018-2020 *Customer Relationship Representative*

Serena Hotel, Islamabad Pakistan

Receiving Guests, Report and resolve issues

Directing visitors to the designated spots

Managing complains of lost items

Creating a comfortable environment for international visitors

Managing records of the complains and remarks of visitors providing best Customer services

# Skills

- ☐ Microsoft Word
- ☐ Microsoft Excel
- ☐ Google Calendars
- ☐ Customer service
- ☐ Adaptability
- ☐ Dedication & Sympathy
- ☐ Leadership skills
- ☐ Goal oriented
- ☐ Problem solving
- ☐ Active listening
- ☐ Multi tasking

Sep 2017-2018

## Customer Relationship Representative

Centaurus Mall, Islamabad Pakistan

Manage customer service / information counter.

Attend to shoppers' and tenants' enquiries and feedback assist in the up keeping of the mall

Assist in the execution of the mall's promotions and events Assist in sale and redemption of vouchers

To maintain a high level of staff service

standards Handle administrative duties

Managing mall's Loyalty Program redemptions, enquiries and all aspects of support



## Education & Qualification

Sep 2018-2020 *Bachelors in commerce*

*Islamabad model college for boys*

Feb 2017-18 *Health & Safety Officer*

*Iosh, Uk*

May 2016-2018 *Intermediate in commerce*

*Islamabad model college for boys*



## Courses

Sep-2016 CCTV Operator

Feb 2016 Spoken English

**I have valid Qatar ID, NOC & Driving license with 5 years of Driving experience.**