

IMAM FAISHAL

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Address: Al Murrah, QATAR



Objective

Seeking an opportunity for professional challenge and growth to support and enhance co-operative objectives of the company, where I can use my extensive experience to help the company to achieves its goal of excellence in that field.

Work Experience

Stark Security Services, Qatar (Qatar FIFA Project 2022): Nov 2022 to Jan 2023

Customer Service and Security Service

- Resolving complaints received via phone call or email and similar issues and acts to resolve customer problems.
- Resolve customer issues and handling phone call to support customer.
- Provide accurate, valid and complete information by using the right methods and tools.
- Ensure a high level of customer satisfaction and maintain a closed contact with all customers. And record and document customer issues.

Nepal Net Sanchar Pvt. Ltd., Biratnagar, Nepal: Oct 2019 to July 2022

Customer Care Representative

- Provide accurate, valid and complete information.
- Resolve customer issues and handling phone call to support customer.
- Handling customer inquiries, complaints, and billing questions.
- Identifying and resolving any urgent customer service queries.

Salalat Al-Khor Contracting, Qatar: Feb 2018 to August 2019

PRO/Customer Service Executive

- Process and administer employee's documents such as employment visas, residence permits, work permits, health insurance, medical tests, entry and exit permit, documents renewal, etc.
- Submitting all renewals of visas and labour health cards with labour office as the immigration department.
- Identify an Assess customers need to achieve satisfaction
- Provide accurate, valid and complete information by using the right methods and tools.

Educational

- School Leaving Certificate (10th – High School) from Government Board of Nepal

Skills

- Communication
- MS Office
- Organizational
- Customer Service

Note: *I have a valid Qatari Light Vehicle Driving License
I have a QID and Transferable visa with local NOC*

Personal Information

Father's Name : Manowar Hussain
Gender : Male
DOB : 25 Feb 1997
Nationality : Nepalese
Passport No : 10701199
Marital Status : Married
Religion : Islam
Languages known : Arabic, Urdu, Hindi, English & Nepali

Declaration

I hereby declare that the above said details are true to the best of my Knowledge and I am confident of taking up any challenging assignments.

Applicant
Imam Faishal