



# Sohaib Roshan Zameer

Customer Service Specialist

## Profile

Experienced hospitality professional with 9 years of experience in Dubai. Excellent phone etiquette, verbal communication skills and multitasking. Computer literate with proficiency in email correspondences and queries. Strong attention to detail, problem-solving abilities and critical thinking. Knowledge in software like Opera PMS, CRM and in OTA Channels.

## Details

Lahore  
Pakistan  
+923206487264  
[sohaibzameer1@gmail.com](mailto:sohaibzameer1@gmail.com)

Driving license  
United Arab Emirates

## Employment History

### Customer Sales Executive at Khurram Engineering , Lahore

January 2022 — Present

- Developed and implemented an incentive-based sales program that increased customer satisfaction and improved customer experience
- Created and maintained key customer relationships, resulting in increased in customer retention.
- Created and maintained a customer database for tracking customer information and sales metrics.
- Created sale promotions for customers and market.
- Identified and addressed customer challenges to ensure customer satisfaction and retention
- Negotiated complex deals with customers that resulted in mutually beneficial outcomes

### Rate Analyst at Desert Gate LLC, Dubai

March 2019 — May 2020

- Developed a dashboard that provided stakeholders with an overview of key performance indicators
- Collaborated with cross-functional teams to identify and resolve data-related issues, resulting in a 90% improvement in data accuracy
- Analyzed consumer trends and behaviors to identify new customer segments and target markets
- Developed a pricing optimization model that resulted increase in profits
- Created an automated reporting system that provided managers with real-time business insights
- Reconciled accounts with a 100% accuracy rate

### Customer Sales Advisor at Jumeirah International LLC, Dubai

January 2013 — February 2019

- Provided timely and accurate information to customers regarding room rates , services, and promotions
- Assisted customers with reservations, bookings, and queries resulting in a 75% reduction in customer wait times

## Links

[Linkedin](#)

## Skills

Flexible with schedules  
Time Management  
Computer Skills  
Microsoft Office  
Customer Relationship Management  
Reservations Systems  
Phone and email etiquettes

## Languages

English

Urdu

Hindi

- Monitored and updated customer records to ensure accuracy and compliance with hotel regulations
- Developed and implemented procedures for handling customer complaints and resolving discrepancies.
- Researched and identified innovative solutions to improve customer service processes
- Answered customer inquiries via email, telephone,

## Education

**Bachelor of Science in Commerce, Virtual University of Pakistan, Lahore**

## Courses

**IELTS, British Council UK**

June 2022 — June 2024

**Google Analytics, Google Inc**

## References

**Evgeniya Sakharovskaya from Desert Gate LLC**

+971 52 666 34204

**Feikal Dada from Jumeirah International**

+971 4 366 5000

## Internships

**Workforce Management Trainee at Jumeirah International LLC, Dubai**

Scheduling

Forecasting

Performance Management

Reporting

Workforce Mobility

Time Tracking

Tracking and Management