

BASIL MUBEEN

PERSONAL

+974 66896182

basilmubeen123@gmail.com

Umm Ghuwailina, Doha

Date of Birth
16-08-1997

Male

Pakistani

Driving License
Yes

SKILLS

Microsoft Skills ★★★★★

Great Communicator ★★★★★

Team Player ★★★★★

Leadership ★★★★★

LANGUAGES

Arabic ●●●●●

English ●●●●●

Urdu ●●●●●

REFERENCE

Will be issued on demand



PROFILE

Seeking a position in a dynamic organization where I can explore my career and work towards building a strong skill set. A hard working individual looking for a challenging position where I can showcase my skills and contribute to the growth of the organization.



WORK EXPERIENCE

Project Coordinator cum Call Centre Executive

VODAFONE QATAR

(APRIL 2024-PRESENT)

- Led the transformation of Home internet 5G and Fiber installation orders into successful completed projects by liaising with customers, explaining project details, scheduling appointments, and coordinating with field teams to ensure meticulous execution.
- Stayed abreast of new promotions and offerings to effectively communicate value propositions to customers.
- Prioritized customer satisfaction by aligning company products with customer needs and business solutions.

Customer Service Representative

FIRST TRADING & CONTRACTING, DOHA (NOV 2023-MARCH 2024)

- Independently researched and updated personal knowledge of all products.
- Resolved all customer issues with regards to billing, shipping, or product.
- Wrote and proofed orders with utmost detail reflecting pricing and discounts. Maintained key customer databases and order input systems.
- Received multiple sales achievement awards for up selling products.
- Followed up with customers regarding payment methods and outstanding invoices.

Sales Representative

OOREDOO QATAR

(FEB 2017-JUN 2023)

- Assisted customers in selecting mobile devices by explaining features, pricing, and service plans
- Met and exceeded sales targets through effective communication and upselling techniques
- Handled billing inquiries and ensured accurate transaction processing
- Maintained attractive product displays and up-to-date knowledge of new devices and promotions
- Managed stock levels and followed company policies to ensure smooth daily operations

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WORK EXPERIENCE

Ticketing Volunteer

EXPO QATAR 2023, DOHA

(OCT 2023-MARCH 2024)

- Ushered in guests and facilitated their experience.
- Responded to guest requests and ensuring they felt welcomed.
- Made necessary arrangements to deliver the show smoothly.
- Handled event set up and take down.

Administrator

GRAVITY SKILLS, DOHA

(FEB 2016-JULY 2016)

- Answers the telephone and provides exceptional customer service to internal and external customers.
- Drafts reports and correspondence.
- Attends meetings and takes meeting notes.
- Assists managers and supervisors in developing policies and procedures.
- Provides front desk coverage as needed for backup.
- Maintains accounts payable and accounts receivable records.
- Handles administrative tasks for faculty searches and staff recruiting.
- Performs other related duties as assigned.

Event Volunteer

QATAR TOURISM AUTHORITY, DOHA

(AUG 2015-AUG 2015)

- Ushered in guests and facilitated their experience.
- Responded to guest requests and ensuring they felt welcomed.
- Made necessary arrangements to deliver the show smoothly.
- Handled event set up and take down.



EDUCATION

Digital Marketing

EXCELLENCE TRAINING CENTRE, DOHA

(FEB 2024-MAY 2024)

Certified Finance Specialist (CFS)

EXCELLENCE TRAINING CENTRE, DOHA

(OCT 2023-MARCH 2024)

Spoken Arabic Certificate

EXCELLENCE TRAINING CENTRE, DOHA

(OCT 2023-DEC 2023)

High Secondary School Certificate (HSSC)

PAKISTAN INTERNATIONAL SCHOOL, DOHA

(AUG 2014-SEP 2015)

Secondary School Certificate (SSC)

PAKISTAN INTERNATIONAL SCHOOL, DOHA

(AUG 2013-JUL 2014)

IELTS

BRITISH COUNCIL, DOHA QATAR

(JUNE 2016)

Islamic History & Studies

AL FANAR CENTRE, DOHA

(SEPTEMBER 2008)
