



Muhammad Haider Nadeem

OBJECTIVE

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

CONTACT

✉ Hn444886@gmail.com
☎ +971555049681
📍 Naif Road Dera near Binyas metro station
Dubai UAE

SKILLS

Sales

80%

Team building

80%

Problem solving

80%

Decision making

80%

LANGUAGES

English

Urdu

Arabic

INTERESTS

Photoshop

Surfing through Internet

Football

Gymnastics

ACTIVITIES

Travelling

EXPERIENCE

CustomerCare & Sales Executive

2024 - 2025

Mirawa mobile phones and accessories

Provided excellent customer service by assisting clients with product inquiries, complaints, and after-sales support.

Promoted and sold a wide range of mobile phones, accessories, and related products to walk-in customers.

Maintained up-to-date knowledge of product features, offers, and pricing to provide accurate information and drive sales.

Handled daily cash transactions and maintained accurate sales records using POS systems.

Built long-term relationships with customers through professional communication and follow-up service.

Managed inventory, arranged product displays, and ensured the shop environment remained clean and welcoming.

Assisted in online customer queries via WhatsApp, phone, and social media platforms.

Resolved technical and minor repair issues or directed customers to relevant service support.

Key Achievements:

Consistently exceeded monthly sales targets.

Recognized for high customer satisfaction and retention.

Played a key role in promoting new arrivals and managing special sales campaigns.

Customer Care Service & Sales Executive

2022 - 2024

Shams al Mayas electronics shop (Dubai)

Key Responsibilities:

Delivered high-quality customer service by greeting clients, understanding their

needs, and providing product recommendations.

Managed sales of electronics including televisions, home appliances, and mobile devices with a focus on upselling and cross-selling.

Handled cash, credit card transactions, and maintained accurate billing and invoicing records.

Resolved customer complaints and queries in a timely and professional manner to ensure customer satisfaction.

Maintained product knowledge to stay updated on features, specifications, and market trends.

Assisted in managing stock levels, product display, and inventory organization.

Supported after-sales services, including warranty claims and technical troubleshooting coordination.

Collaborated with team members to meet daily and monthly sales targets.

Key Achievements:

Achieved consistent sales performance, surpassing monthly targets.

Earned recognition for exceptional customer care and service delivery.

Contributed to increased customer loyalty through professional service and product knowledge.

Front Desk manager

2020 - 2022

Indigo Hights Hotel Lahore

Supervised front desk operations, ensuring smooth check-in/check-out processes and exceptional guest service.

Trained and managed a team of receptionists and concierge staff to uphold hotel standards and guest satisfaction.

Handled guest concerns, special requests, and complaints promptly and professionally, maintaining a high customer satisfaction rating.

Coordinated with housekeeping, maintenance, and other departments to ensure seamless guest experiences.

Managed room bookings, availability, and pricing using property management systems (PMS).

Processed payments, managed billing issues, and maintained accurate financial records for daily transactions.

Oversaw front desk inventory, including room keys, guest amenities, and office supplies.

Contributed to increasing positive guest reviews and repeat bookings through personalized service and attention to detail.

EDUCATION

| | |
|-----------------------------------|------|
| Intermediate | 2018 |
| Government Islamia college Lahore | |
| 750 | |
