

KAINAT HUSNAIN



CONTACT

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Dubai

SKILLS

- Customer Care and Sales
- Project Management
- Communication
- CRM / Presentation
- Graphic Designing
- Software Management
- MS Office

LANGUAGES

- English (Fluent)
- Urdu (Fluent)
- Chinese (Basic)
- Arabic (Legible)

NATIONALITY

- Pakistani

VISA STATUS

- Available in uae on visit visa

EXPERIENCE SUMMARY

Motivated and detail-oriented with inter-personal skills, Excellent communication and teamwork skills. Goal-oriented and dedicated to achieving targets and able to work effectively as part of a team.

WORK EXPERIENCE

Mobilink Jazz Customer Service and Customer Center [Oct 2023 to Nov 2024]

I have 1 year of experience in mobilink jazz customer center as a customer representative.

Major function

- Working on monthly sales targets and achievement by selling jazz products.
- Track personal sales performance and report results to management.
- Respond to customer inquiries regarding products, services, and policies and answer inbound calls.
- Prepare reports on call volume, customer feedback, and common issues for management review. Follow up with customers to ensure their issues have been resolved satisfactorily.
- Manage customer details accurately and efficiently using customer center software and systems.

Beacon House School [Nov 2022 - Aug 2023]

I have 1 year of experience in beacon house school as a teacher and staff management.

Major functions

- Evaluate student progress and prepare reports for parents and other members of staff.
- Mark students' work, assessments and tests, providing grades or notes for improvement and ensuring positives are emphasized to encourage learning.
- Communicating with learners, other teaching staff and parents. Keep up to date with essential policies and standards, including child protection and safeguarding.
- Participate in continued professional development through internal and external courses, seminars, conferences and events.

Apparels Group of Company's [Dec 2021 - Oct 2022]

I have 1 year experience in apparels group of the company as a computer operator and customer representative.

Major Function

- Continuously monitor system performance to ensure smooth operations by using crm system.
- Accurately input and update customer information in the system by using MS office and Logging complaints or managing customer inquiries in the database.
- Maintain clear communication with customers, providing updates to clients on their inquiries or technical issues via phone, email, or live chat.
- Help customers by providing them tutorials or guidelines to improve their use of the company's systems, software, or services.

Tecnolang Institute [May 2021 to Aug 2022]

I have 6-Month experience as a graphic designing consultant in tecnolang institute.

Major functions

- Lectures and conduct discussions to increase students knowledge and competence using adobe photoshop and canva or inshot. Prepared students for careers in graphic design by teaching them design principles, techniques, and other relevant information

EDUCATION

GC University Faisalabad

Bachelor of computer science

GPA 3.2 / 4.0