

# FOZAIB ASIF

Doha, Qatar

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  - [fozaib.1992@gmail.com](mailto:fozaib.1992@gmail.com)
  - Immediate Availability | Willing to work shifts & rotational schedules
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## ***PROFESSIONAL SUMMARY***

Customer-focused professional with 4+ years of experience in guest relations, customer service, and financial transactions. Skilled in handling currency exchange, cash management, payments, and refunds while providing seamless client experiences. Strong communication, problem-solving, and multitasking abilities with a proven record of managing high-volume client interactions efficiently. Seeking a role in currency exchange or financial services in Doha.

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## ***SKILLS***

- Currency handling & exchange operations
  - Cash management & reconciliation
  - Customer service & client relations
  - Complaint resolution & conflict management
  - Payment processing & refund handling
  - Attention to detail & accuracy
  - Multitasking & time management
  - MS Office & POS systems
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## ***PROFESSIONAL EXPERIENCE***

### **Guest Relation Officer / Receptionist**

*Marian Hotel, Gujranwala, Pakistan | 2018 – 2021*

- Provided excellent guest services, including check-in/check-out and reservations.
- Managed cash transactions, billing, and payment settlements accurately.
- Assisted in resolving guest complaints efficiently, ensuring repeat clientele.
- Coordinated with various hotel departments to ensure smooth operations.

## **Customer Support Representative**

*Mindbridge Pvt Ltd – Lahore, Pakistan*

*May 2021 – Nov 2021 | Dec 2023 – Jun 2024*

- Assisted clients with inquiries, payments, and service-related issues.
  - Handled online and offline transactions with accuracy and attention to detail.
  - Resolved client complaints promptly, maintaining high customer satisfaction.
  - Managed record-keeping and reporting of transactions.
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## ***EDUCATION***

- **BS Aviation Management – University of Management & Technology, Lahore**
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## ***LANGUAGES***

- English
  - Urdu
  - Hindi
  - Punjabi
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## **REFERENCES**

- ❖ **Available upon request**