



# MUHAMMAD MUNEEB

**Location:** Doha, Qatar

**Nationality:** Pakistani

☎ +974-74006429

✉ muneb11122@gmail.com

## EDUCATION

### Bachelor of Arts

University of Punjab  
2019-2020

### Intermediate

Gujranwala Board  
2017 - 2018

### Matriculation

The Reader's Group of  
Colleges  
2015 - 2016

## SKILLS

- Qatar driving license
- Microsoft Excel & Word
- Customer Support
- Communication Skills
- Time management
- Fast learner
- Adaptability
- Positive attitude

## LANGUAGES

- English
- Urdu
- Punjabi

## PROFILE

A highly organized, customer-focused professional with experience in customer service roles. Known for clear communication, problem-solving, and helping customers feel heard and valued. I focus on creating positive interactions, building trust, and providing reliable service that improves the overall customer experience.

## WORK EXPERIENCE

**AL Dar Exchange (DOHA, QATAR)** 06/2025 - 12/2025

### Customer Service Representative

- Assisted customers by explaining services and guiding them through the process using Al Dar Exchange self-service kiosks.
- Registered new customers and verified the required information for kiosk use.
- Performed currency exchange transactions, converting multiple foreign currencies into Qatari Riyals (QAR) accurately and in line with company procedures.
- Helped customers complete transactions such as cash withdrawal and cash submission when needed.
- Handled customer queries related to kiosk use and transactions professionally.

**Customer Service Representative**

- Assisted 50+ customers, merchants, and drivers from the UAE daily, resolving inquiries and issues efficiently while maintaining a 95% satisfaction rate.
- Provided clear product and service guidance, documented interactions accurately.
- Collaborated with team members to ensure smooth operations and high service standards.

**ACHIEVEMENTS**

- Best Athlete in College

**HOBBIES**

- Sports
- Fitness
- Reading Books