



OBJECTIVE

As a customer service officer with over 7 years of professional work experience, I have thrived in high-esteemed organizations where I adapted to the nuances and dynamics of various fields of work, continually shaping my skills throughout my career. As a young and ambitious individual, I have always welcomed the opportunity to take risks and tackle challenges to enhance my skill set and further expand my knowledge by adding diverse experiences to my portfolio at a relatively young age.

SKILLS

- Customer service
- Sales
- Teamwork
- Front office management
- Data Entry & Analysis
- Email Etiquette
- Cash Handling
- Multi-line Phone Screening
- Proofreading & Editing

LANGUAGES

- Arabic | Elementary
- English | Advanced
- Hindi/Urdu/Punjabi | Native

CONTACT INFORMATION

- ✉ omairshahid23@gmail.com
- 🏠 Hawally, Kuwait
- 📞 +965 96091713
- 📄 Visa 18 Transferrable

RECEPTIONIST & TRAVEL CONSULTANT

OMAIR SHAHID

EXPERIENCE

FRONT DESK RECEPTIONIST

JUL 2022 - NOV 2024

MAIDAN DENTAL CLINIC. SALMIYA, KUWAIT.

- **Greet patients**, collect necessary documents, and facilitate the patients through the check-in & check-out process.
- **Manage appointment scheduling**, through booking, rescheduling, and canceling appointments to ensure smooth clinic operations.
- **Screen all incoming & outgoing calls**. Handle inquiries to provide information about clinic services, appointment availability, and patient procedures.
- **Provide Admin Support** to help maintain and update patient profiles, and assist in data entry including filing, and office records.
- **Provide customer service and patient care** in a welcoming, compassionate, and professional environment.

BANK TELLER & CASHIER

DEC 2021 - JUN 2022

OMAN EXCHANGE. MAHBOULA, KUWAIT.

- **Maintain & balance cash drawers** by counting the cash at the beginning & end of the shift. Successfully close cash registers daily.
- **Handle K-net & cash transactions** including international bank deposits, local withdrawals, and money transfers.
- **Create invoices & end-of-day sales reports**.

TRAVEL CONSULTANT

AUG 2017 - AUG 2021

AL WASEET TRAVELS & TOURISM CORP. HEAD OFFICE. MALIYA, KUWAIT.

- **Provide customer support** through calls and email correspondence. Assisted in booking airline tickets, rebookings, cancellations & refunds.
- **Corporate Travel Planning**: Develop and organize comprehensive travel itineraries for major corporate clients in Kuwait.
- **Hotel Reservations**: Secure hotel reservations, negotiate rates, and ensure special requests are met to enhance client satisfaction.
- **Client Consultation & Support**: Provide expert advice to corporate clients on travel destinations, visa requirements, and travel insurance.

EDUCATION

HIGH SCHOOL EQUIVALENCY CERTIFICATE (GED)

AUG 2020 - AUG 2021

OFFICE OF THE STATE SUPERINTENDENT EDUCATION (OSSE). ONLINE (COLUMBIA, USA).

DIPLOMA IN BUSINESS MANAGEMENT

2022 - PRESENT

UNIVERSITY OF DERBY. ONLINE (ENGLAND, UK).

PROJECTS

- **Event organizing assistant & Host (MC)** for festival ceremonies at Kuwait Indian School. Contributed as a Writer, Director, Actor, and Voiceover Artist for the annual Theatre Performances and Staged events, **2017**.
- **Sales Promoter** for **Al-Tijari Bank** vendors at 'Al Murouj CBK event', **2019**.
- **Data entry assistant & proofreader** for 'Celebrate', the biggest party planning platform in Kuwait, **2021**.