

Adrian

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**Objectives**

I am looking to further my capabilities in the world of hospitality, management and customer services. I wish to explore new opportunities that will enable me to practice dealing with a variety of challenges faced by these industries. Such learning would strengthen my understanding and knowledge of customer services, a field that I am passionate about. I am driven by my curiosity of interacting with new and different people in different situations.

**Experiences**

**Reservation / Guest Relationship Officer (Jan 2016 – Till Date)**

**Lal Qila ( A Theme Restaurant ) Dubai.**

* To make reservations, take away, delivery orders by calls & by emails.
* To carefully mention all customer’s reservation’s instructions.
* Multitasking while on the call with the customer in person & sending them confirmation email.
* To multitask during busy operations, as in giving a helpful hand to other colleagues.
* Coordinating with the other department regarding the guest’s booking and their concerns.
* Handled escalated issues that are dealt by the managers.
* Sending daily, weekly & monthly sales reports to the management & to the owner directly.

**Senior Customer Support Representative (April 2014 – Sept 2015)**

**Ibex Global ( Square Trade ) Karachi, Pakistan**

* To handle calls and emails to report their hardware/software complains for their cellphones, computers and other electronic/non-electronic items.
* To charge their cards for the repairs.
* To carefully mention all customer’s item’s problems, instructions and requirements in the system while making their complain.
* Handling complaints on phone or by email as well.
* Multitasking while on the call with the customer by making their complains in the system, sending them confirmation email.
* To multitask during busy operations, as in giving a helpful hand to other colleagues.
* Coordinating with the partner super stores, repair depots and the banks for the customers concerns.
* Making sales when there is too busy working day without any benefits.
* Handled escalated issues that are deal by the supervisors.
* Troubleshooting with the customers for their items software ptoblems, how to make it work with different options.

**Senior Customer Representative (Team Leader) (Feb 2013 – Jul 2014)**

**E-Planet Communication, Karachi, Pakistan**

* To handle calls, to report their complains for beauty products.
* To carefully mention all customer’s item’s problems, instructions and requirements in the system while making their complain.
* Handling complaints on phone or by email as well.
* Multitasking while on the call with the customer by making their complains in the system, sending them confirmation email.
* To multitask during busy operations, as in giving a helpful hand to other colleagues.
* Coordinating with the banks for the customers concerns.
* Dowselling the product.
* Mostly handled all escalated issues that are deal by the supervisors.
* Troubleshooting with the customers for their items software ptoblems, how to make it work with different options.

**IT Assistant (Aug 2011- July 2012)**

**British Council, Karachi, Pakistan**

* To provide Assistance to IT Manager in any work.
* To provide assistance to all Users of office in the absence of IT Manager
* To give support to British Council Karachi All Staff.
* To check the Daily Back-Up Data of computers is successful or not.
* Maintain Daily, Weekly & Monthly check list and maintain of Back-Up Data.
* Update all Laptops weekly.
* Manage and update IT Equipment inventory of Hardware and Software inventory office and ware house.
* To fulfill IT Services, accessories requirement and maintenance issues.
* Trouble Shooting of wireless/wired connectivity.
* Given support on Video Conferencing Facilities.
* Given support from Network Administration for User ID’s, Services.
* To provide guidance and troubleshooting to users on the use of software as necessary.
* To ensure Call Centre Server and workstation running smoothly.
* To ensure British Council PABX (Telephony System) running smoothly.
* And if required, coordinate with IT Hub colleague in Delhi to resolve any issue.

**Education**

* **Intermediate…2nd Division (Aug2011–Jun 2012)**

S M Art & Commerce College, Karachi, Pakistan

* **SSC… B Grade (Mar 2008–Jun 2009)**

St.Patrick’s Technical School Karachi, Pakistan

**Software Skills**

* Good in computer softwares, repairing the computer in a good working condition.
* Proficient with different Microsoft operating systems, particularly usage of Microsoft Office, including Word & Excel.

**Core Skills**

* Excellent communication and interpersonal skills.
* The ability to grasp new concepts quickly and generate fresh and innovative ideas.
* The ability to multi-task.
* An aptitude for teamwork.
* Genuine leadership and management skills.

**Personal Attributesn**

* The ability to work in any environment
* Motivated & innovative
* Honest and trustworthy
* Hardworking & Driven to excel in my career
* Possess cultural awareness and sensitivity
* Eager to Learn

**Personal Details**

**DATE OF BIRTH : Sept 30, 1989**

**NATIONALITY : Pakistani**

**MARITAL STATUS : Unmarried**

**LANGUAGES : English, Urdu, Gujarati Hindi, Konkani, Sindhi & Punjabi**

**DATE OF Expiry : January 9, 2018**

**VISA STATUS : Employment Visa**

**References**

References are available upon request