**Gulfjobseeker.com CV No:** **1317990**

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**OBJECTIVE:**

To secure a challenging position in a well established organization with a stable environment that will lead to a lasting relationship.

**EXPERIENCE:**

1 Year working experience as a Supervisor & Closer at **Verizon Communication** from July 2013 to June 2014.

* Setting and meeting performance targets for speed, efficiency, sales and quality.
* Ensuring all relevant communications, records and data are updated and recorded.
* Advising clients on products and services available.
* Handling the most complex customer complaints or enquiries.
* Reviewing the performance of staff, identifying training needs and planning training sessions.
* Organizing staffing, including shift patterns and the number of staff required meeting demand.

2.2 Years working experience as a Calling Agent at **Excit Call Center** from May 2011 to June 2013.

* Sell product and place customer orders in computer system.
* Provide customers with product and service information.
* Answer phones and respond to customer requests.
* Transfer customer calls to appropriate staff.
* Identify, research, and resolve customer issues using the computer system.
* Call previous customers to inform about new product or service.

**ACADEMIC QUALIFICATION:**

* Bachelors Of Commerce Passed 2014 U.O.K
* Intermediate (Commerce) Passed 2011 H.S.C
* Matriculation (Science) Passed 2009 S.S.C

**OTHER COURSER:**

* English language course from “Domino English Learning Center”.

 **COMPUTER SKILLS:**

* Good command over MS. Office (2003, 2007, 2010).

**OTHER SKILLS:**

* Good in communication.
* Excellent computer typing speed.
* Proficiency in internet.
* Phone Skills & listening.

**PERSONAL INFORMATION:**

Date Of Birth : 1st Jan 1993.

Marital Status : Single.

Religion : Islam.

Nationality : Pakistani.

**REFERENCE:**

* To be furnished upon request.