**Gulfjobseeker.com CV No:** **1319400**

**Mobile +**971505905010 / +971504753686

To get contact details of this candidates

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**OBJECTIVE:**

Aiming to expand my career through an opportunity, to utilize my ability to manage a high volume workload in a calm and constructive manner with a comprehensive record of success in customer services, Sales, business and coordination/development, Trouble shooting and problem resolution. Consistently achieved customer service and sales goals, work enthusiastically for the attainment of organization.

**EDUCATION:**

2013, **3 years Apprenticeship program (AERO SPACE)**, PIA Training Center. (2010-2013)

2012, **Bachelors In Commerce,** University of Karachi (2010-2012)

2009, **Intermediate,** Govt. P.E.C.H.S Foundation College, Karachi

2006, **Matriculation,** K.C.K Public school, Karachi

**WORK EXPERIENCE:**

**Ufone Karachi Call Centre**

**Customer Service and Sales Representative -June 2013 to Present**

**Responsibilities:**

* Attracts potential customers by answering product and service questions; suggesting information about other products and services.
* Opens customer accounts by recording account information.
* Maintains customer records by updating account information.
* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
* Recommends potential products or services to management by collecting customer information and analyzing customer needs.
* Prepares product or service reports by collecting and analyzing customer information.
* Contributes to team effort by accomplishing related results as needed.

**Achievements:**

* Continues performer with different awards every KPI.
* Appreciations on much creative and suggestive work for organization.
* Cash Award for Excellence of services and Initiatives through valuable feedback.
* Participating in different extracurricular activities within the organization.

**SKILLS:**

* Creative/lateral thinker and excellent learner.
* Ability to work under pressure and manage multiple tasks efficiently.
* Receptive to constructive criticism.
* Good communication skills gained.
* Can communicate in English, Urdu, and Hindi.
* Use of data effectively to make informed and timely effective decisions.
* Doing multiple tasks together.

**COMPUTER SKILLS:**

* Knowledge of Microsoft Windows.
* **Ms. Office** especially **Ms. excel** and **Ms. Word.**

**PERSONAL DETAILS:**

|  |  |  |
| --- | --- | --- |
| Date of Birth | : | May 03, 1988 |
| Nationality | : | Pakistani |

Marital status : Single