**RESUME**

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| Career Objective: |

To work with an organization that values hard work and dedication, where, I get a chance to enhance my Technical Knowledge and abilities, to utilize and exploit my potentials in a highly competitive environment.

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| Academic Qualification: Board / University / Institute Session |
| **Master in Project Management** | **University of Sunderland , United Kingdom** | **2010-12** |
| **Master in Social Sciences** | **Kohat University of Science & Technology** | **2007-10** |
| **Graduation** | **University of Malakand –Pakistan** | **2004-06** |
| **F.Sc**  | **B.I.S.E, Malakand - KPK - Pakistan** | **2002-03** |
| **S.Sc** | **B.I.S.E, Saidu Sharif, Swat KPK - Pakistan** | **2000-01** |
| **Diploma in Information Technology** | **Skill Development Council of Pakistan** | **2010-10** |

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| Personnel information: |

* **Date of Birth: March 23th, 1986**

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| Employment History (Experience) |

Designation:  **Customer Services Supervisor**

Duration: October 2012 to July 2015

Organization: **Greater Anglia British Railways London - UK**

AREAS OF EXPERTISE

•Able to adapt tone, language and style for different customers and situations.

• Creating a good first impression.

• Handling and recording cash payments from customers.

• Meeting customer expectations in areas such as timeliness, quality and consistency.

• Building customer relationships and loyalty.

• Projecting a professional image face-to-face, on the phone and via e-mail.

• Able to say 'no' constructively, and give 'bad' news in a tactful way.

• Knowledge of phrases and keywords that can generate a customers’ confidence.

• Able to control a conversation and quickly obtain relevant information.

• Experience of leading teams.

• Ability to remain calm when dealing with emotional, difficult or distressed people.

RESPONSIBALITIES

•Making a professional impression on visitors, callers and customers.

• Recording and analysing data from customer complaints to identify recurring problems and limit repeat complaints.

• Scheduling and coordinate appointments.

• Giving feedback to managers on the efficiency of the customer service processes and system.

• Meeting and greeting visitors to the company in a warm, respectful and courteous manner at all times.

• Providing a safe environment for customers who visit the showroom.

• Using logical questioning skills in an appropriate manner to obtain the maximum relevant information from the

• customer in the minimum effective time. Giving product, pricing and delivery information to customers.

• Writing reports analysing the customer service that the company provides.

• Issuing refunds or compensation to customers.

Designation:  **Security Officer**

Duration: March 2011 to October 2012

Organization: **Bridge-Water Security Ltd Manchester, UK**

• During this role i have covered various high profile corporate & retail security.My duties include being vigilant at al times, ensuring safety of people and property, patrolling and maintaining high standard of customer service.

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| **Trainings / Workshops /Seminars** |

* 01 day training in "Report writing skills" with Greater Anglia British Railways London-UK
* 02 days training in ''Leadership and Management Skills '' from Greater Anglia British Railways London-UK
* 04 days Workshop on " Security Analysis " with Bridge Water security Ltd Manchester,UK

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| Computer skills: |

* I have Diploma in Computer Studies from SDC and also well aware of MS office and other related programs.

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| Languages: |

 English Urdu .& pashto



**Gulfjobseeker.com CV No:** **1479270**