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**Objective**

Ambitious to inaugurate my career in challenging atmosphere, where I could utilize myself with confidence

**Areas of Excellence**

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| * Time Management
 | * Supervisory Skills
 | * Decision Making
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| * Communication Skills
 | * Relationship Building
 | * Analyzing & Diffusing problem
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**Professional Career**

Oct 2014 – till Sept2015

Customer Service Representative:

* Greet customers warmly and welcome them.
* Resolve customer complaints via phone, email.
* Refer unresolved customer grievances to designated departments for further investigation.
* Cancel or upgrade accounts.
* Assist with placement of orders, refunds.
* Take payment information and other pertinent information such as addresses and phone numbers.
* Inform customer of deals and promotions.
* Sell products and services.
* Work with manager to ensure proper customer service is being delivered.
* Compile reports on overall customer satisfaction.
* Provide product or service information to assist customers in making a decision about a product to buy.

**United Bank Limited**July 2011 till Sept 2014

Admin and Processing Officer:

* Manage and promote business relationships with new / existing customers.
* Tracking, maintaining and analyzing customer data.
* Managing an active account tracking and reporting procedure in accordance with company procedures.
* Work with Management in resolving customer complaints regarding sales and service.
* Managed Procurement, Delivery and Assignment Process.
* Process all Bills of the department.
* Manage Reporting of all the staff.
* Maintain all leave records.
* Look after the documentation of newly hired staff.
* Influencing development of sales and pricing strategies, market penetration and service expansion within assigned accounts.
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* Interacting with Operations, Business Development, Customer Experience Center, and all other departments as required resolving customer complaints.
* Interacting with new and current customers.

**Ufone** May 2010 till June 2011

Customer Service Officer in Ufone.

* Managed a high-volume workload within a deadline-driven environment. Resolved an average of inquiries and consistently met performance benchmarks in all areas (speed, accuracy, volume)
* Provide customer service and sales support to existing and new customer base.
* Collect and input customer data and assisted with sales and marketing campaigns.
* Give complete knowledge of promotions to the customers, so that customer will avail these facilities.
* Became the lead "go-to" person for new reps and particularly challenging calls as one of the company’s primary mentors/trainers of both new and established employees.
* Helped company attain the highest customer service ratings (as determined by external auditors) earned 100% marks in all categories including communication skills, listening skills, problem resolution and politeness.
* Provide complete knowledge regarding cell prices with discounted rates and value added services.
* Officially commended for initiative, enthusiasm, tenacity, persuasiveness, intense customer focus and dependability in performance evaluations.
* Completed voluntary customer service training to learn ways to enhance customer satisfaction and improve productivity.

**Ptcl** Oct 2008 till April 2010

Customer Service Executive (Call Center):

* Answer queries and concerns regarding equipment, pricing and availability.
* Provide complete guidance regarding the discounted promotion in bill payments.
* Give complete information to the services before placing the order.
* Helped company attain the highest customer service ratings (as determined by external auditors)
* Earned 100% marks in all categories including communication skills, listening skills, problem resolution and politeness.
* Officially commended for initiative, enthusiasm, tenacity, persuasiveness, intense customer focus.
* Assisted in training other support staff.
* Resolved inventory allocation problems.
* Managed collection report and made calls to customers toward obtaining payment and and or payment arrangements.
* Completed voluntary customer service training to learn ways to enhance customer satisfaction and improve productivity.

**Qualifications**

**Academic:**

* Graduation from Karachi University.
* Intermediate from Govt. College St. Patrick’s.
* Matriculation from St. Jude’s High School.

**Professional:**

* Basic courses of Computer and Internet.
* 1 Year Diploma in Tele communication from Karachi University.

**Personal Information**

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|  |  |  | Religion | Christian |
| Father’s Name | Eric Diwan |  |  |  |
| Marital Status | Single |  |  |  |
| Languages | English , Urdu , Punjabi |  | Date of Birth | 2nd Jan 1985 |