**First Name of Application CV No 1662276**

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**Career objective:-**

To work with dedication high aims, a pragmatic approach and a vision for the future to achieve organizational and personal goals as an active contributor in challenging and competitive environment towards a position with career growth potential, where my knowledge, skills, experience and abilities that I have attained will capitalize on acquired expertise and further enhance my capabilities.

**Academic Qualification:-**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  | | --- | --- | --- | | **Degree** |  | **Graduation** | | Major Subjects |  | Sociology, Political Science | | University |  | UAJK Muzaffarabad. | |

**Certifications:-**

|  |  |  |
| --- | --- | --- |
| **Certification** | **Institute** | **Duration** |
| **Office Automation** | CNEX Computer network Export RWP | 01 Month course |
| **Computer software** | Neelum Institute of Computer Sciences & IT MZD | 06 Months course |
| **Call center Agent** | J Tale Marketing RWP | 03 Weeks workshop |
| **Travel & Tourism** | Federal Institute of Management &Tourism | 04 Weeks training session |
| **Store supervisor** | Federal Institute of Management &Tourism | 05 Weeks workshop |
| **Computer hardware &software** | SpaceTech institute of Information Technology Islamabad | 01 Year Diploma |
| **Customer services** | Pakistan Telecom Company (PTCL) | 06 Days workshop |

**Experiences:-**

Working as a IT & Hardware Assistant in MAC Traders Rawalpindi(05th Nov 2015 to till date)

**Responsibilities**

* Troubleshoot common hardware/software issues
* Assist the System Administrator with desktop support, troubleshooting desktop hardware/software problems, and carrying out projects as assigned in a culturally diverse environment
* answering calls and e-mails regarding the computer network or communication systems

Worked as CSO in Zong CMPak(A china mobile company)02year10month work in inbound project and 14month worked in out bound project in Islamabad

**(26th Sep2013 to 28th Aug 2015)**

**Responsibilities**

**Inbound.**

* Handle the inbound calls of the customers
* Understanding the queries of the customers
* Providing the relevant information to the customers about the company products
* Providing customer services and understanding the needs of the customer
* Problem solving and resolution
* Complaint handling
* Solve the general issues of the customers

**Outbound**

* Generating revenue through Sales
* Call out the customer and pitch the different promotion as per customer usage
* Follow up customer numbers where necessary
* Reporting to the team lead on daily basis about the target achievement.
* Complete the target on daily basis as per company policy

Worked as Trainer in Pakistan Telecom company (PTCL) after 07 month promote to Quality Assurance Officer in Islamabad(05th June 2012to 20th Sep2013)

**Responsibilities**

* Conduct and periodically review contents of the initial training for all Benefits Operations Client Team employees
* Conduct and periodically review contents of the initial training of new Employee
* Coaches and mentors new hires through shadowing/nesting and on–the-floor support, to improve performance
* Verifies telemarketing results by measuring skills in use of scripts, product knowledge, sales and service ability, greeting, diction, listening, etiquette, objection handling, efficiency, and courteous close of call
* Provides feedback to telemarketers by monitoring calls; monitoring feedback for external vendor programs; conducting monthly help sessions.
* Performs call monitoring and provides trend data to site management
* Coordinates and facilitates call calibration sessions for call center staff

Worked as Customer Care Officer in Telenor Pakistan Islamabad

(05th March2011 to 28th May 2012)

**Responsibilities**

* Generate customer interest in the services or products offered by the company
* Manage and update customer databases with the status of each customer
* Build customer loyalty by follow-up of customer calls
* Evaluate problems of the customers and provide logical lasting solutions
* Manage filing, mailing, correspondence and other management tasks

Worked as customer services representative/sales officer in **AL AYOUBI COMPUTER CO. LLC Sharjah UAE.**

(29st Feb 2009 to 25th Feb 2011)

**Responsibilities**

* Provide the information to customer .
* Troubleshooting the desktop system.
* Generate the revenue through sales.
* Troubleshooting Hardware Devices and Software Processes.

**Strengths:-**

* Excellent verbal and written communication skills
* Able to show respect to other cultures and work in a culturally diverse environment
* Ability to quickly gain new skills and knowledge when faced with new challenges
* Good selling skills ,Good convincing skills, Good communication skills.

**Computer Skills:-**

* Introduction to computer, Introduction to windows, hardware.
* Office Automation(complete).,InPage,Software,Installation,Internet&Emailing.