**Ateeq**

***Logistics & Customer Services Professional***

**Job Seeker First Name / CV No: 1717854**

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Why ***Ateeq ur Rehman***?Highly skilled senior customer services executive with more than 12 years of extensive experience with top global logistics and media organizations. Possessing strong commercial acumen and expertise in transforming analytical results into actionable and business relevant recommendations

* Result-driven individual, highly skilled in quality services provision with thorough knowledge of logistical and freight operations, key accounts management, client handling and business relationship management
* Innovative problem-solver, detail-oriented and analytical organizer with ability to identify problems & research solutions, able to make effective decisions, design & implement SOP’s and protocols
* Proven leader who has demonstrated effectiveness in managing people, systems and resources while meeting corporate goals. Proficient interpersonal communicator, adept in business reporting, verbal and written communication

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| **CORE STRENGTHS & ENABLING SKILLS** | | |
| * Customer Services * Service Quality Management * Tele Sales & Client Handling * Team Management | * Key Account Management * Business Relationship Management * Logistics & Freight Operations Knowledge * Strong Commercial Acumen | * Leadership Ability * Communication & Presentation Skills * Analytical Ability * Negotiation & Interpersonal Skills | |
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**PROFESSIONAL EXPERIENCE**

**DHL Express Pakistan, Karachi, Pakistan**

Worked as ***“Key Accounts Executive”,*** March 2007 – February 2016

**Responsibilities/Accomplishments:**

* Provided excellent client services through direct communication & provided one window solutions, handled regular operations & identified improvement areas. Maintained high customer service standards, provided on-job training to junior staff, recommended solutions & facilitated clients in documentation requirements
* Received various recognition awards & multiple promotions for outstanding performance. Resolved service issues, handled customers’ complaints; recommended best solutions, expedited corrections and maintained follow up to ensure resolution. Maintained liaison with DHL global agents and partner organization for best resource & service acquisition and provided price quotes for international shipments
* Defined Key Performance Indexes (KPI’s) of teams, ensured operations’ compliance with company policies and procedures. Designed and implemented service delivery plans to deal international clients. Processed incoming orders, maintained records and coordinated with DHL team through GEMA. Timely informed clients for shipment status and effectively resolved queries

***Major Achievements:***

* Received *Outstanding Contribution Award - 2nd & 4th Quarter of 2015.* Received *Star Performer Award - 1st Quarter of 2015* for outstanding performance. Received *Star Performer Award – 1st Quarter of 2014* for excellent service delivery
* Received *Star Performer – 4th Quarter 2011* for outstanding performance. Acknowledged for *Perfect Attendance - 1st Quarter 2010.* Received *Excellence Award – 2008* for excellent performance
* Successfully handled more than 350 key accounts, supervised import & export of around 120,000 shipments annually. Effectively enhanced sales volume to around PKR 07 hundred & twenty million

**ARY Digital Network, Karachi, Pakistan**

Worked as ***“Customer Services Team Lead”,*** August 2004 – March 2007

**Responsibilities/Accomplishments:**

* Effectively performed as team lead of customer services department outbound call center agent, handled customer queries and provided excellent customer services. Provided services of telemarketing, communicated product and service information to clients and led to make sales
* Handled walk-in clients, ensured delivery of excellent customer services and recommended best service solutions

**PROFESSIONAL QUALIFICATION**

* **University of Sindh, Jamshoro, Pakistan** (2002 - 2004)

B. Com

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