#### 

#### MUHAMMAD

#### [MUHAMMAD.305180@2freemail.com](mailto:MUHAMMAD.305180@2freemail.com)

### OBJECTIVE:

Looking for a position that allows learning and contribution, where the work environment is suitable for the profession growth a work environment with my abilities and talent. I can work in any challenging situation, but still give in my best.

# PERSONAL INFORMATION:

**Date of Birth : 10 -11- 1987**

**Nationality : Pakistani**

**Marital Status :** Single

**Religion :** Islam

**ACADEMIC QUALIFICATION:**

* Completed Higher Secondary Certificate from Board of Intermediate Education Karachi. (2014)
* Completed Secondary School Certificate from Board of Secondary Education Karachi. (2012)

**Other’s QUALIFICATION:**

* Completed Diploma of Ms office Automation 2010 (Ms Word, Ms Excel, Ms Power Point) from E-cube Institute in the year of 2013.
* Good command on Basic Computer Applications
* Completed 1.5-year English Language diploma (Beginner to Advance) From Pak American Institute form Feb 2007 to Aug 2008.

### WORK EXPERIENCE:

* Worked as a Customer Relation Officer (CRO) at AEO Pakistan (Karachi Office) From 10th July 2009 till 17th August 2016.

**Responsibilities Include:**

* Dealing with clients and resolve their queries in person or online.
* Analyzing customer’s issue and providing possible solutions.
* Assuring the maintenance of quality services.
* Assisting in marking matters.
* Making daily reports.
* Maintaining dispatched items records.

### SKILLS & ABILITIES:

* Customer Support.
* Customer Relationship.
* Sales & Marketing Skills.
* Good Judgment and analytical abilities in problem solving.
* Excellent inter personal communication/professional skills.
* Ability to work under stress and deadlines.
* Working in team with leadership qualities.
* Excellent qualities and managing people and time.
* Report writing and presentation.
* Good skills of presentation training.

### STRENGTHS:

* Better Communication Skills
* Time Management
* Team Oriented Working
* Coordinator / Negotiator

###### LANGUAGES:

|  |  |  |  |
| --- | --- | --- | --- |
|  | **READ** | **WRITE** | **SPEAK** |
| **English** |  |  |  |
| **Urdu** |  |  |  |
| **Punjabi** |  |  |  |

###### HOBBIES:

* Drawing
* Reading Books
* Cricket

### REFERENCE:

* Will be furnished on demand.