**KHAWAJA**

**Email:** [**KHAWAJA.335799@2freemail.com**](mailto:KHAWAJA.335799@2freemail.com)

I am currently looking for a full time position in an environment that offers a greater challenge, increased benefits for my family, and the opportunity to help the company advance efficiently and productively.

I am working with Ufone (Etisalat). I have experience of Call Center (Inbound and Outbound), Business Center, Inbound and Outbound sales, Online Chat and Social Media work with in the same company. I am having a good performance history in the organization and good PR with my sub-ordinates and super-ordinates. I have a rich experience of 5 years in Customer Services.

**Work History**

**Team Leader Support Center - Ufone (Etisalat) (Feb ‘15 till Jan ‘17):**

* Create an inspiring team environment with an open communication culture.
* Set clear team goals.
* Delegate tasks and set deadlines.
* Oversee day-to-day operation.
* Monitor team performance and report on metrics.
* Motivate team members.
* Discover training needs and provide coaching.
* Listen to team members’ feedback and resolve any issues or conflicts.
* Recognize high performance and reward accomplishments.
* Encourage creativity and risk-taking.
* Suggest and organize team building activities.

**Support Center Executive - Ufone (Etisalat) (Feb‘14 till Jan ‘15):**

* Correspondence with customer via e-mail, social media and online chat.
* Answering product and service related questions; suggesting information about other products and services.
* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem
* Expediting correction or adjustment; following up to ensure resolution
* Escalate technical tickets to the appropriate technical support team.
* Make quick and accurate responses to customers against common queries.

**Business Center Inbound Sales- Ufone (Etisalat) (April‘13 till Feb ‘14):**

* Coordinate with the walk-in clients; try to know their concerns by avoiding any interruption in conversation, etc.
* Facilitate sales of all products and services according to the client's needs.
* Address all complaints of the customers and make sure that they are resolved in time and within the given guidelines.
* Perform troubleshoot when required.
* Assist and guide customers with all the required knowledge of the services and goods. Prepare bills and amend if required.
* Supervise the unresolved complaints and ensure that they are resolved in the given time frame by keeping the needs of the customer in mind.
* Analyze the client's requirement after conversation with them and recommend products, plans or services that will match their needs.
* Keep a track of the potential customers and their requirements.
* Take follow up of all outbound calls.
* Ensure premium level of client satisfaction in one phone call

**Inbound/Outbound Call Center - Ufone (Etisalat) (Nov ‘11 till March ‘13):**

* Obtains client information by answering telephone calls; interviewing clients; verifying information.
* Determines eligibility by comparing client information to requirements.
* Establishes policies by entering client information; confirming pricing.
* Informs clients by explaining procedures; answering questions; providing information.
* Maintains communication equipment by reporting problems.
* Updates job knowledge by studying new product descriptions; participating in educational opportunities.
* Make calls and perform surveys related to network and services of Ufone (Etisalat).
* Research required information using available resources.
* Call back to customer to inquire about resolution of his problem.
* Provide customers with product and service information.
* Update existing customer information.
* Document all calls information according to standard operating procedures.
* Complete call logs.
* Produce call reports.

**ACHIEVEMENTS:**

* Top performer in training at Ufone (Etisalat).
* As a sports man, always stood first in games event.
* Passed IELTS examination.
* Top performer in Inbound and Outbound call center.

**INTER-PERSONAL SKILLS:**

I have excellent oral and written communication and interpersonal skills. I am excellent in problem-resolution skills and have ability to perform multiple tasks in a fast pace and high-volume environment. I have ability to work in a highly structured environment. I take scheduled lunches and breaks. I am flexible in responding to change or business needs. I acquire excellent attendance and punctuality and have ability to work independently and learn on the fly.

**INTERESTS:**

* Listening music
* Playing cricket
* Web browsing
* Searching new software’s of every type

**COMPUTER KNOWLEDGE:**

* MS Word
* MS Excel
* MS Power point

**LNGUAGES:**

* English (Fluent)
* Urdu/ Hindi (Excellent)

**EDUCATIONAL BACKGROUND:**

• **EMBA – HRM (2014-2016)**

(Preston University, Islamabad)

• **B.Com (2009-2011) University of the Punjab**

(F.G College of Commerce, Islamabad)

• **I.Com (2007-2009) Federal Board**

(F.G College of Commerce, Islamabad)

• **Matriculate (2007) Federal Board**

(The State School, Rawalpindi)

**Reference can be furnished upon request**