**Mohsin**

**Mohsin.335852@2freemail.com**

**Seeking Senior/ Midlevel Assignments:**

**Personal Assistant/ Executive Secretary/ Office Coordinator**

**Customer Services**

**Career Snapshot &Objective:**

A senior/mid-level management position with an established organization and to be a part of a team, also to strengthen my forte in learning and development, training and quality management expand into other fields of Administration and in a result-oriented environment.

**Key Areas of Expertise:**

* Senior Executive-Level Administrative Support
* Logistics for Senior Level, Board of Directors.
* Sales & Executive Communication Meetings
* Global, Corporate, Department & Field Liaison
* Professional Appearance & Demeanor
* Proficient Computer & Technical Skills
* Strategic & Day-to-Day Execution
* Managing Executive Calendar and Meeting Planning
* Domestic & International Travel Planning & Logistics
* Strong Verbal & Written Communication Skills
* Special Projects & Assignments
* Operations and Human Resources Support

**PROFESSIONAL EXPERIENCE:**

**Asia Bolts Industries LLC, Dubai**

June – 2012 to Sep – 2014

As PA to Managing Director**:**

* Plan and organize MD’s calendar for upcoming events and appointments
* Arrange meetings and ensuring as appropriate that participants have all relevant papers in advance
* Taking minutes of meetings, transcribe and present back to attendees accurately
* Ensure regular communication between all departments and the MD
* Travel planning, arrangements and booking & accommodation for MD
* Handle all phone calls and mail, screening as appropriate to ensure MD’s time is used efficiently
* Type and distribute letters and correspondence
* Provide personal and professional support to Managing Director

**Systems Limited**

Aug-2010 to May-2012

Secretary to General Manager BPO:

* Assisting and providing the General Manager BPO with the following jobs.
* Monitoring the overall functioning of processes, identifying improvement areas
* Implementing adequate measures to maximize customer satisfaction level.
* Managing and handling relationship with the major corporate clients & ensuring MIS Reporting.
* Assessing the customer feedback, evaluating areas of improvements
* Providing critical feedback to the associates on improvements and achieving higher customer satisfaction matrices
* Undertaking responsibilities of removing unnecessary procedures in process for efficient functioning.
* Tracking performances of the team members and suggesting areas of improvements
* Facilitating & imparting training and monitoring the improvements on a continuous basis.
* Maintaining & ensuring stringent adherence to quality standards, identifying gaps and opportunities.
* Mapping business requirements and coordinating the development and implementation of processes in line with the pre-set guidelines, spearheading process transition initiatives.
* Handling on-boarding calls for enhancing the service delivery.

**Suzuki Khalid Motors**

Jan 2007 to Jun 2010

As Customer Relationship Officer:

* Greeting visitors and provide information as asked and refer them to service advisor
* Providing assistance to resolve the issue they are facing
* Answer telephone and handle flow of visitor
* Greet customers warmly and discover problem or reason for calling.
* Resolve customer complaints via phone, email, mail, or social media.
* Use telephones to reach out to customers to take their feedback.
* Cancel or postponed the appointments.
* Attempt to encourage customer to reconsider cancellation
* Assist with placement of orders, refunds, or exchanges.
* Advise on company information.
* Take payment information and other pertinent information such as addresses and phone numbers.
* Place or cancel orders.
* Answer questions about warranties or terms of sale.
* Suggest solutions when a product malfunctions.
* Inform customer of deals and promotions.
* Making arrangements for the customers in waiting area for their comfort and ease.
* Create and maintain liaison with external agencies and suppliers/vendors
* Make sure that customer complaints are catered to appropriately

**Education:**

**High School Certificate:** Matric from Board of Intermediate & Secondary Education Lahore, in year 2002 with 73% marks.

**High School Graduate:** F.Sc Pre-Engineering from Board of Intermediate & Secondary Education Lahore, in year 2005 with 41% marks.

**SKILLS:**

* Microsoft Word
* Microsoft Excel
* Outlook Email & Calendar
* Microsoft PowerPoint
* ERP Application System
* Xerox &Fax
* 10-Key Calculator
* 40 – 50 w.p.m.
* Internet Research & Navigation

**References:**

Can be furnished on demand