*Naveed*

*Naveed.337408@2freemail.com*

**OBJECTIVE:**

Looking for a challenging position in an organization, which offers dynamics career & excellent working conditions that enable me to improve my level understanding and to upgrade my knowledge beside providing me and opportunity for achieving organizational high goals and leadership skills.

**PERSONAL**

* Date of Birth : Feb 26, 1986
*
* Nationality : Pakistani
* Marital Status : Single

**EDUCATION**

B.A (Allama Iqbal Open University Islamabad) 2008

HSSC (Allama Iqbal Open University Islamabad) 2004

SSC (Rawalpindi Board) 2002

**PERSONAL PROFILE**

Dedicated self motivated achiever who is committed to success and adept at juggling multiple tasks in a high-pressured environment

Solid Communicator with exceptional team-building skills

Strong problem-solver assists team management with issues

Excellent leadership quality and ability to manage multiple assignments and tehir timely execution.

**PROFESSIONAL EXPERIENCE**

**SAN TECHNOLOGY ONLINE ACADEMY**

SHIFT MANAGER

1st Nov 2016 to Till date

Training of Junior Crew Member

Managing Customer complain & making effective follow

Handling customer response portal providing daily updates of to junior staff.

Manage Duty roaster

**MOBILINK IBEX GLOBAL**

CUSTOMER RELATION EXECUTIVE

PROJECT 111 Prepaid

1st Aug 2016 to Oct 2016

Training of Junior Crew Member

Managing Customer complain & making effective follow

Handling customer response portal providing daily updates of to junior staff.

Manage Duty roaster

**SYBRID GROUP OF COMPANY TELENOR**

FINANCIAL SERVICE EASYPAISA

 TELENOR BACKUP SUPERVISER

1st Aug 2014 to 15 July 2016.

Training of Junior Crew Member

Managing Customer complain & making effective follow

Handling customer response portal providing daily updates of to junior staff.

Manage Duty roaster

**SYBRID GROUP OF COMPANY TELENOR**

CUSTOMER RELATIONSHIP OFFICER

PROJECT 789 & prepaid

08 March 2014 to 11 July 2014

**CASHIER**

METRO Cash & Carry Islamabad

21st March 2012 to Feb 2014

Welcome the Customer

Helping Approach, warm & caring & cash maintain

**GOOD RECIVING**

METRO Cash & Carry Islamabad

1 Oct 2010 to 20 March 2012

Exchange & refund of good

Refund Voucher

Handling quality issue complains

Providing daily updated of Refund / Exchange to G.M

**DEPARTMENT SECURITY OFFICER CCTV OPERATOR**

METRO Cash & Carry Islamabad.

16 April 2008 to 15 Sep 2010

Team Manage

Maintain Weekly Schedule of Security

Providing Daily Updates to Major

**COURSES & TRAININGS**

CCTV Training

METRO House, Islamabad

**GOOD RECEIVING STAFF**

METRO House, Islamabad

**PEOPLE POLITICS & PROCEDURE**

METRO House, Islamabad

**HUMAN BEHAVIOUR**

METRO House, Islamabad

**CASH & CHECK**

METRO House, Islamabad

**CUSTOMER SERVCES**

METRO House, Islamabad

**PROJECT OF TELENOR COMPANY**

Project 789 & Prepaid (LAKSON group of company)

**FINANCIAL SERVICE EASYPAISA TELENOR**

LAKSON Group of Company

**COURSES**

Basic Computer course

Advance spoken English

Graphic Designing

Dress designing

 **LANGUAGE**

English, Urdu, Punjabi

**REFERENCES**

Reference will be finished on demand.