

***KHAWAJA .***

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**OBJECTIVE:**

To pursue a responsible, challenging and rewarding position in a leading organization that

ensures long-term career prospects, growth opportunities and exposure to utilize technical,

management and decision making skills that have been acquired during my professional career.

**PROFESSIONAL Skils.**

**Direct Sales, Customer Service,Sales &Marketing,Buiseness devolopment, Team Management, Customer Relashinship.**

**PROFESSIONAL EXPERIENCE:**

Nov 2010 to Nov 2015**QICT (DP WORLD) C/O J.A.I. Consulting Pvt Ltd.** 

*Customer Services*

**RESPONSIBILITIES:**

* Direct Handling of Customers and Shipping Line inquiries regarding containers.
* Handle customer’s billing questions and payment extension/service requests.
* Handling angry Customers, repair trust, locate resources for problem resolution and design best-option solutions.
* Handling cash and billing of empty containers.
* Maintain queries regarding finance & billing through reconciliation.
* Generating fast track & equipment interchange reports (EIR) for gate-in or Exit the empty containers.
* Interface with lines and stack holder / Customers of QICT regarding the business.
* Daily maintain shift log & 24 hrs summary Reports for billing and concerns.

2007 to 2010. **M/S. WSA lines / AL-Hamza Group.**

*Import Customer Services Incharg*

**RESPONSIBILITIES:**

* Handling Customers inquiries regarding Shipments/Cargo.
* Handle customer’s billing questions and payment extension/service requests.
* Respond promptly to customer inquiries.
* handle and resolve customer complaints.
* obtain and evaluate all relevant information to handle and service inquiries.
* provide pricing and delivery information.
* organize workflow to meet customer timeframes.
* keep records of customer interactions and transactions
* record details of inquiries, comments and complaints
* feedback on the efficiency of the customer service process
* Check and maintain import cargo reports.
* Prepare and submitted the related documents to shipping  line for manifest.
* Perform Vessel coasting / cargo pricing through software.

Nov 2006 to Nov 2007. **M/S. World Wide Group / Wings Pakistan**

*Import Sales & Customer services*

**RESPONSIBILITIES:**

* Contact new customers and drive about our company and product/services.
* Follow up the sales lead and update customer information in the database.
* Contact potential or existing customers to inform them about new service/product.
* Help & support customers regarding Air / Sea import Shpts.
* Ask questions to understand customer requirements and close sales
* Direct prospects to the field sales team when needed.

Feb 1999 to June 2001.  **M/S. Samir Shipping (Pvt) Ltd.**

*Sales & Marketing*

**RESPONSIBILITIES:**

* Daily visit to clients & maintain working reports on daily basis.
* Maintain Data regarding shipments & follow up the client’s queries.
* Coordinate the documentation department & try to solve issues regarding shipments.
* Preparations Bill of Lading for Export Cargo.
* Support the customer service and give the all required detail to customer.
* Handling documentations.

**I.T. SKILLS:**

* MS OFFICE, E-mailing Systems,
* I have experience of working on Windows 98, windows Xp and NT Server 2000.
* Running computerized shipping software & database information system. (**Climax Shipping Software** on V.B and FoxPro Plate form, **Navis Express based on Oracles system**).

**Languages.**

English **Fluent** Urdu **Fluent**

Hindi **Basic** Punjabi  **Working knowledge**

**PROFESSIONAL TRAINING:**

* **ONE YEAR DIPLOMA IN C.I.T.** COMPUTA.THE AIRLINE & COMPUTER TRAINING CENTRE.
* **ONE YEAR ADVANCE DIPLOMA IN I.T.** THE LERNERS ACADEMY.(S.D.C).
* **DIPLOMA in IMPORT EXPORT.** CENTRE OF E-UNIVERSITY. ISLAMABAD.

**EDUCATION:**

**INTER WITH COMMERCE. KARACHI BOARD.**

**SAINNITRY / HEALTH INSPECTOR COURSE. (Paramedical course)**