## DANISH

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## [DANISH.352130@2freemail.com](mailto:DANISH.352130@2freemail.com)

**Other Information**

Date of Birth 1st Jan 1989

Nationality Pakistani

Marital Status Married

**Objective:**

To pursue a career at a leading organization, where I can exhibit my abilities and offer my services to further the business objectives of the organization and at the same time learn from the

Experience.

**Experience:**

**5 Years Experience as a Customer Support Executive**

* 2 Years UAE experience with Awok.com -Dubai  
  Online business (www.awok.com)- Technical Support Department
* 2 Years experience with Wateen Telecom Limited, Pakistan -Lahore

TRG-The Resource Group Lahore Pakistan, Technical support department.

* 6 Months Sales| EFU Life insurance Company, Pakistan

As a sales consultant.

* 6 Months telesales|Eleven Soules,Lahore,Pakistan

Canadian project for duck cleaning or security alarm system

**Qualification:**

B.B.A (Honors)

**Bachelor Business Administration Marketing**  **Year 2008-2012**

Superior group of colleges Lahore Pakistan

Intermediate

**FSC Pre-Engineering**  **Year 2006-2008**

Baluchistan Instituted of Technology

Matriculation

**Computer Sciences Year 2004-2006**

Federal Government Public School Quetta

**Experience of** AWOK.COM-DUBAI,UAE:

**Position-Technical Support Backkup Supervisor**

Responsibilities:

* Organizing workflow and ensuring that employees understand their duties or delegated tasks
* Pass on information from upper management to employees and vice versa
* Prepare and submit performance reports
* Hire and train new employees (Venus India)
* Ensure adherence to legal and company policies and procedures and undertake disciplinary actions if the need arises
* Monitoring employee productivity and providing constructive feedback and coaching
* Setting goals for performance and deadlines in ways that comply with company’s plans and vision
* Receive escalations and resolve them
* Maintain timekeeping and personnel records

**Position-Technical Support Executive -CSR**

Responsibilities:

* Troubleshooting steps to diagnose the error and provides First caller resolution FCR
* To check the exact errors in item, claim the warranty accordingly.
* To schedule Pick & Drop
* To provide best solution to the callers regarding their complaints.
* To provide guidance to the callers regarding their Problems.
* To make a customer support report of each caller in detail during handling the call.

Experience of TRG -Wateen Telecom Limited -Lahore,Pakistan:

Responsibilities:

* Retain customers
* Providing Promotional offers
* Resolve issue in services
* Courtesy Calls
* Dealing with Escalations
* Reporting
* Maintaining K.P.I.

**Additional Skills:**

* Daily Shift Reports
* Computer literate
* Command on Microsoft Office
* Hard worker or work committed.
* **Interpersonal Skills**: Adaptability to changing environments and ability to develop good relations with co-workers. Patience to listen and understand other’s viewpoint.
* **Leadership Skills:** Ability to influence and lead others and getting the required job done within the allotted time.
* Language/Communication Skills

**Reference will available upon request.**

**Interests:**