**Irfan**   
[**irfan.359412@2freemail.com**](mailto:irfan.359412@2freemail.com)

**Objective**

Looking for a career position where professional experience and expertise will regarded as a wealth of an organization.

**Profile**

A self-motivated professional with over 5 years’ experience in the customer service industry. Excellent organizational and communication skills contribute to high levels of efficiency and productivity. Proven track record in resolving complex customer issues and implementing workable solutions. A strong sense of urgency ensures customer satisfaction and improved customer retention levels. The ability to assimilate information quickly facilitates in-depth product knowledge and the provision of outstanding customer service. Verified achievement of performance bench marks in all areas.

**Professional Experience**

**Emirates Integrated Telecommunication Company (DU)**

**Retail Sales & Customer Service Store In charge.**

November 2012 – January 2016

Job Responsibilities

-The main responsibilities incorporate all roles in customer service & satisfaction.

-Ensuring Company standards / KPI’s and Customer experience.

-Training Team Members

-Stock takes and supervision of the stocks / collaterals

-Staff management

-Dealing with SME and Key enterprise accounts.

-Help resolve complex customer issues relating to billing, Value Added Services usage, escalate customer issues to the right departments, follow up & feedback etc.

-Assist customers with their billing queries, addition of extra services, market research etc.

-Dealing with cancelations for Individual Payment Responsible (IPR), and Multiple Payment Responsible (MPR) customers.

-Providing support in achieving the sales targets.

-Following up on the process of enterprise documentation in regards to single and multiple products.

-Updating enterprise customers on new offers and products launched and providing complete product and documentation information to ease the customer the hurdle of continuous visits to the store.

-Resolve enterprise issues pertaining to pending/incomplete documentation, non-activations, complaints relating to partner and indirect sales channels and call center in regards to incorrect documentation and product information.

-Targeting to resolve customer complaints and issues within agreed SLA and achieving customer satisfaction aiming to make their experience with company enjoyable one and hassle free. Cross selling premium products to increase the profitability and based on opportunity increase the sales by up selling value added services.

**Ovex Technologies**   
2010 - 2011

**Sales Associate**

* Inspired each and every team member to perform and produce their best.
* Managed a team of staff members and determined the duties and responsibilities of individuals.
* Keeping track on sales and maintaining records.
* Responsible for handling of all the payment vouchers and cash or cheque received.

**Mobilink**  
2011 - 2012

**Sales Associate**

* Persuading customers to buy a product and doing sales.
* Having knowledge of the products specifications and information at all times.
* Identifying customer needs and guiding them to the right product.
* Provide courteous and prompt service with a cheerful smile.
* Welcome customers and handle their queries.
* Preparing invoices, End of day sales etc.
* Handling of petty cash.
* Follow up for payments and delivery.

**TECHNICAL SKILLS**

**Environments**: Windows 98 /2000/XP.

* MS Word, MS Excel, MS PowerPoint, Excellent typing skills in English and other computer and technical literacy.
* Can work on Peachtree, Tally, and Information technology basis.

**PERSONAL SKILLS**

* Communications Skills (Listening, verbal and written)
* Sales Team Training & Management
* Flexibility, Adaptability and Managing Multiple Priorities
* Interpersonal Abilities
* Multicultural Sensitivity and Awareness
* Planning and Organizing
* Problem-Solving, Reasoning and Creativity
* Honesty, Integrity and Morality
* Adaptability and Flexibility, dedication, Hard-Working, Work Ethic and Tenacity
* Teamwork

**QUALIFICATIONS**

* Knowledge about customer service applications and administrative procedures.
* Languages - Fluent in English, Urdu and good understanding of Arabic.
* Bachelor’s Degree in B.COM from Punjab University, Pakistan in 2011
* I.COM – Lahore Board, Pakistan in 2009
* Higher Secondary Schooling – Lahore Board , Pakistan in 2007

**PERSONAL DETAILS**

**Nationality:** Pakistan

**Age:** 26

**Date of Birth**: 23 September 1990

**Visa Status:** Visit Visa expiring on 24th June 2017

**Driver's License:** Yes