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|  | | **shehroz (BBA Hon’s finance)**  [**shehroz.362821@2freemail.com**](mailto:shehroz.362821@2freemail.com) | | | | | |
| **Career Summary** | | | | | | | |
| A highly motived and result orientated individual having **BBA (Hon’s)** qualification (Finance), **I.Com** **Boys Degree College Aj&k.** and **Matriculation,** with diversified **2 year** experience of **Accounts, Customer Services, Data Entry and Marketing**. Highly **proficient in English** writing and speaking. Excellent knowledge and **working experience of MS Office**. | | | | | | | |
|  | | | **Key strength** | | |  | |
| * ***Accounts*** | | | | * ***Marketing*** | | | * ***Data Entry*** |
| * ***Customer Care*** | | | | * ***Tele Sales*** | | | * ***Front Desk Assistance*** |
| * ***Team Lead*** | | | | * ***Siebel Oracle*** | | | * ***Excellent Communication Skills*** |
|  | | |  | | |  | |
|  | | | **Professional Experience** | | |  | |
| **1. Customer Care Representative (CCR)** | | | | | | (January 2015 – September 2016)  (1 Year 9 Months) | |
| **C:\Users\Dell\Desktop\download.jpg Mobilink GSM (Private) Limited** | | | | | | Pakistan | |
| During my stay at Mobilink GSM (Private) Limited, I worked as a Customer Care Representative. I fully utilized this opportunity for gaining experience by way of providing the following nature of services to the company:   * Maintaining customer’s record. * Answering to customer’s queries according to company’s policy. * Activation and Deactivation of different packages as per customer’s need. * Worked as Team Lead, Supervision of agents, conducting sessions for better customer’s experience**.** * Making calls to customer’s for pre to post conversion according to their monthly usage. * Sending report to Manager after every 15 minutes. * Worked under pressure like maintaining **Talk Time, Hold Time ACW** | | | | | | | |
| **2. Data Entry Operator** (September 2016 – Present)  (6 Months) | | | | | | | |
| **C:\Users\Dell\Desktop\done-logo1.png Technology Sight** | | | | | | | |
| During my stay at Technology Sight, I worked as a Data Entry Operator. As a Data Entry Operator I was supposed to perform following actions in my office hours:   * Entering data to admin panel * Maintaining files of different stores * Collecting data from other websites * Entering different online store’s coupons, offers and discount code into the assigned websites * Adding the products, information and FAQ’s of different stores * Content writing of assigned websites | | | | | | | |
| **Internee**  (Finance Dept.) | | | | | | (October 2014 – December 2014)  (2 Months) | |
| **C:\Users\Dell\Desktop\ntdc_logo.jpg National Transmission And Dispatch Company Private ltd.** | | | | | | Pakistan | |
| I was associated as an Internee with National Transmission and Dispatch Company as an Assistant Accountant for the period of two months. During my stay with the firm my tasks included:   * Maintaining employee’s data seniority wise. * Data entry from manual to computerized. * Maintenance of important files. * Preparing Financial Statements. * Daily Reporting of the information collected. | | | | | | | |
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|  | | | **Educational Qualification/Certifications** | | |  | |
| 2010-2015 | **BBA (Hons)** *Finance* | | | | | | |
| 2008-2010 | **I.Com** *– Mirpur Board Aj&K* | | | | | | |
| 2006-2008 | **Matriculation** *– Board of Intermediate and Secondary Education, Lahore, Pakistan.* | | | | | | |
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|  | | | **Technical & Personal Strengths** | | |  | |
| * Leadership Charisma. * Dynamic Team Player. * Attention to Detail. * Excellent Social Skills. * Research/Critical Thinking. * Sense of Responsibility. * Passion for Continuous Learning. | | | | | | | |
|  | | | | | | | |
| **I.T. Skills** | | | | | | | |
| * Microsoft Excel * Microsoft Word * Microsoft PowerPoint * HLR * Efront * Siebel Oracle * Adobe Photoshop | | | | | | | |
| **Languages** | | | | | | | |
| * English (Full Professional Proficiency) * Urdu (Native) | | | | | | | |
| **Interests & Hobbies** | | | | | | | |
| * Cricket * Internet Browsing * Music | | | | | | | |
|  | | | | | **D.O.B. 6th April 1993** | | |
| **Nationality - Pakistani** | | | | | **Gender – Male** | | |
|  | | | | | **Marital Status – Married** | | |
| \*Supporting Documents and References will be provided on request\* | | | | | | | |