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|  | **shehroz (BBA Hon’s finance)****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***
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| * ***Customer Care***
 | * ***Tele Sales***
 | * ***Front Desk Assistance***
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| * ***Team Lead***
 | * ***Siebel Oracle***
 | * ***Excellent Communication Skills***
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|  | **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
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| **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.
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| **I.T. Skills** |
| * Microsoft Excel
* Microsoft Word
* Microsoft PowerPoint
* HLR
* Efront
* Siebel Oracle
* Adobe Photoshop
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| **Languages** |
| * English (Full Professional Proficiency)
* Urdu (Native)
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| **Interests & Hobbies** |
| * Cricket
* Internet Browsing
* Music
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|  | **D.O.B. 6th April 1993** |
| **Nationality - Pakistani** | **Gender – Male** |
|  | **Marital Status – Married** |
| \*Supporting Documents and References will be provided on request\* |