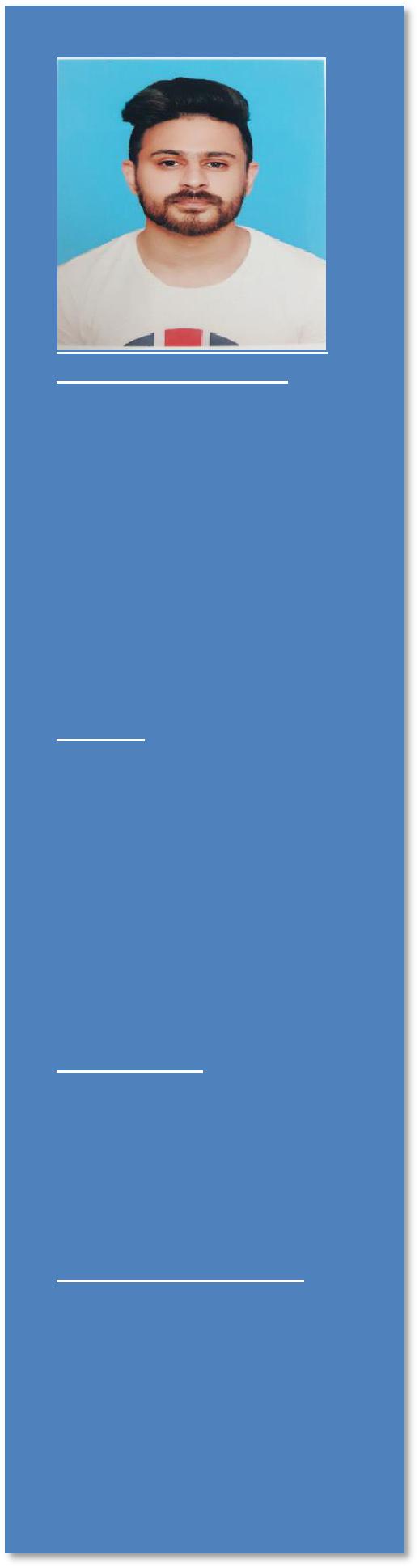
SHAHZEB Resume



**CONTACT DETAILS**

**EMAIL**

[Shahzeb.377692@2freemail.com](mailto:Shahzeb.377692@2freemail.com)

**ADDRESS**

Sharjah, UAE (Temporary Visa)

**CONTACT**

C/o 971501685421

**SKILLS**

Time Management

Presentation

Team Management

Communication

Clients Servicing

CRM Handling

Multitasking

Organizational

MS Office Suite

**EDUCATION**

**BS Development Studies**

IQRA University, Islamabad

**FSC Pre-Engineering**

FG Intermediate College, Jhelum

**PERSONAL DETAILS**

**Date of birth:**30December, 1991**.** **Nationality:** Pakistani **Marital status:** Single

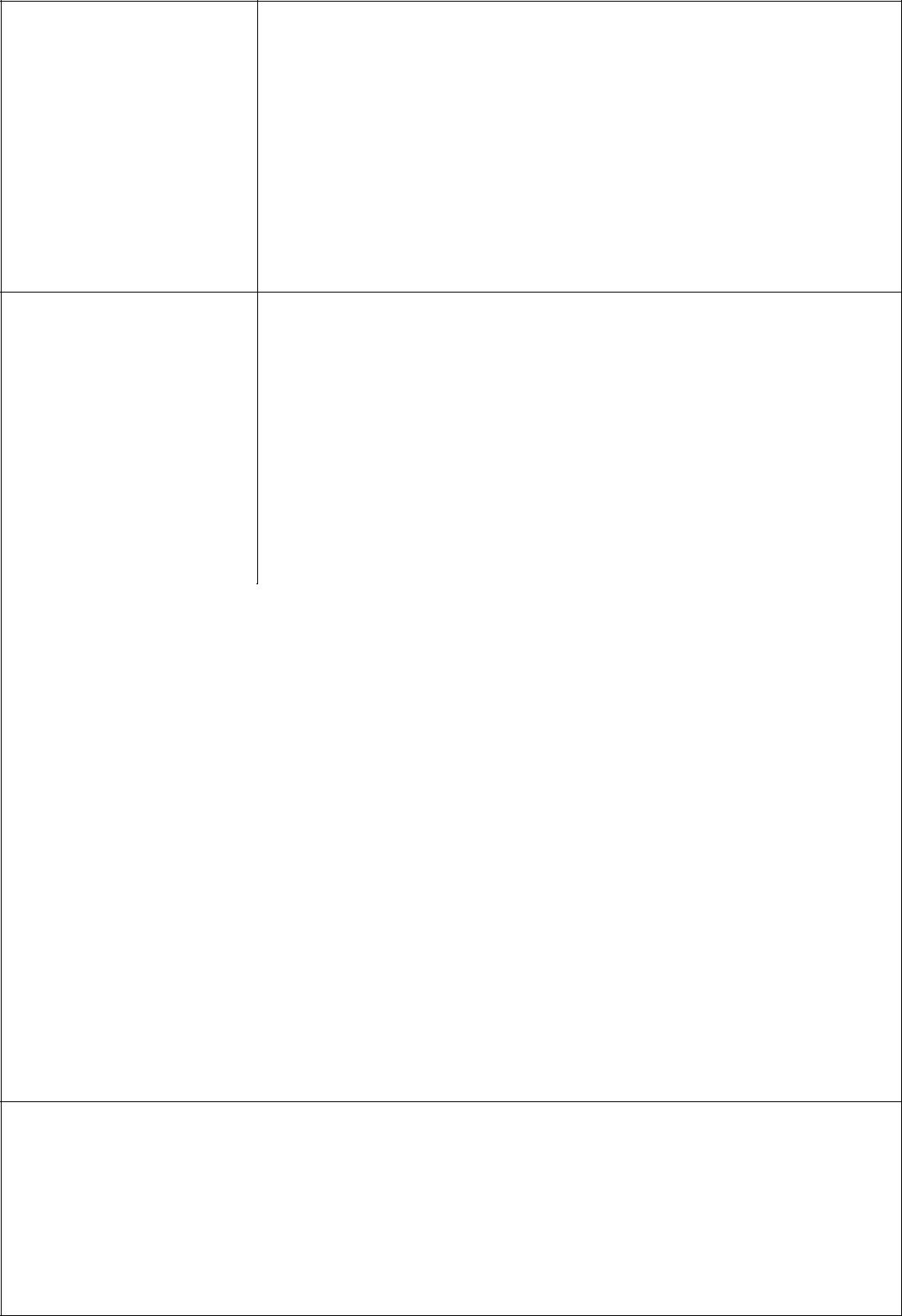
**Languages:** English & Urdu

P.S

**SHAHZEB**

**Aim:** *To make the best use of my creative abilities and to further explore the prospects,**Also to be a part of the challenging team which strives for the better growth of the organization and which explores my potential and provides me with the opportunity to enhance my talent with an intention to be an asset to the company.*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CHATOUTSOURCE** |  | **ASSOCIATIVE EXECUTIVE (CSR)** |  |  |
|  |  |
| Islamabad, Pakistan |  Acting Shift Supervisor & Maintaining Master files | | |  |
| *February 2017* |  Handling Customer Queries and giving optimal solution to | | |  |
| *January 2018* | their problems by Maintaining Excel Sheet for Monthly Client | | |  |
|  | Reports | | |  |
|  |  Evaluating Agents performance thorough monthly | | |  |
|  | performance Report | | |  |
|  |  Giving Training to agents on numerous clients & Data | | |  |
|  | maintaining | | |  |



|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **GLOBOSOFT** |  | **CUSTOMER SERVICE REPRESENTATIVE** | | |  |
| **TECHNOLOGIES** |  Data Entry & CRM Handling | | | | |
| Islamabad, Pakistan |  Maintaining Monthly reports | | | | |
| *September 2015* |  Providing Services information and resolving emergency | | | | |
| *January 2017* | problems | | | | |
|  |  Generate sales leads & Resolve customer complaints via | | | | |
|  | call and email | | | | |
|  |  Handle product recalls | | | | |
|  |  |  |  | | |
|  |  |  | **ACHIEVEMENTS** | | |
|  |  |  |  |  |  |

**Bahria Foundation school, Jhelum**

* Took part in debate competitions and got 2nd position in English Debate.
* Head Boy of School from class 9th till 10th.
* Prefect in Class 9th.
* Organized various school events.

**Iqra University, Islamabad**

* Awarded a place on DEAN’S HONORS LIST in recognition of excellent academic achievement for the fall 2011 semester.
* Attended the Certified workshop held by CDA on Global Warming.
* Interview was published in UK-aid prospectus on SDG’s.
* Intra University Badminton double’s Champion in 2013/14.
* Intra University Badminton Single’s Semi-finalist in 2013/14.

**INTERESTS**

* Football
* Cricket
* Badminton
* Article Reading
* Socializing

I am pleased to indicate my current availability in the United Arab Emirates and the local contact number is given above. I can make myself promptly available for any interviews or other recruitment procedures, as per requirement(s).