*CURRICULUM VITAE*

**Objective:**

Seeking a career oriented Position with a multinational or professional managed organization where my education utilized for dedicated corporate development, a position where talent, sense of responsibility, commitment and out of work is required along with personal and professional growth.

**Professional Experience:**

**EMITAC MOBILE SOLUTION (DUBAI)**

**Admin Assistant**

**It’s a Etisalat Authorize Mobile Warranty Claim Center. Where I work as office assistant.**

**We Repair the Etisalat warranty claim mobiles.( iPhone 6 iPhone 6s iPhone etc. )**

**I have 1 year experience in EMS (EMITAC MOBILE SOULUTION).**

**From March 29 2015 to onwards,**

**Responsibilities:-**

* **Handel the walking customer.**
* **Receiving the devices regarding their problem.**
* **Enter in system.**
* **Create a ticket for signal device.**
* **Device check physically.**
* **Updating customers regarding their Status.**
* **Also receive the Etisalat devices as well from the business center.**
* **Also Run the different applications from system.**

**ABACUS CONSULTING**

**Abacus Consulting is a sister Concern Company of Telenor Pakistan**

**Working in Abacus consulting as a Customer Relationship Officer**

**From March 10 2013 to 01 January 2015,**

**Responsibilities:-**

* **To Handel Customer Queries Regarding their problems**
* **To achieve Monthly sales targets**
* **To resolve Customers Queries in the minimum time**
* **To Consult their problems with our seniors**

**System Applications:-**

* **To use sieble Application to blocking un-blocking customers numbers to their request**
* **To use Chrees & CBS Application To check customers balances**
* **To use DMS Applications To send Internet Wap & mms Setting According their Cell Phones**
* **To use Tracker Application To send ESMS to the customers related Queries**
* **To use ADT Application to drop and receive calls & hold**
* **To use Magicscreen To activate the customer services according their Cell phone**
* **To use FCA Tracker To Activate the numbers on customer’s names**
* **To use AC Ticket About Login Logout**

**AMERICAN CALL CENTER**

**American Call center is based on tele sales of the Dish TV Product.**

**It’s a outbound Call Center. Here I worked as tele sales officer.**

**From May 2010 to November 2012**

* **We call to our Customers in different Countries like South Africa, UK, Canada and tele marketing about our Product.**
* **We do Customer Care and talk in very decent way to approach.**
* **We Help Customer Queries Regarding their problems and resolve quickly, and inform to our team leader to process ahead.**

**Personal Skills:**

1. Quick leaner
2. Responsible
3. Punctual
4. Strong Organizational skills
5. Believe in team work.
6. Flexible with time.
7. Quality conscious.

**Academic qualification:**

**(B.Com) Bachelor in Commerce** (Excell college of commerce). (June, 2011).

**I.Com**  (Excell college of commerce). (August 2009).

**Matriculation**  (M.N Secondary High School. (September, 2007).

**Computer Expertise:**

1. MS Office 2010, 2013
2. Installation of windows operate Windows.
3. Make the partition of Hard Disk
4. Installation of software
5. 30 words per minute typing writing speed
6. Internet

**Special certificate course:**

1. Skills communication course from **Peak Solutions College**

**Computerized Accounting** in May 4, 2012

Basic Concepts of Accounting,

Using of **Peachtree** accounting software

**Personal Information**

Date of Birth 27th Jan 1991

Religion Islam

Nationality Pakistan

Marital Status Single

**Language Information:**

1. English
2. Urdu, Hindi, Punjabi

**First Name of Application CV No :** **482706**

Whatsapp Mobile: +971504753686

