**Gulfjobseeker.com CV No:** **77466**

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To get contact details of this candidates

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Marital Status: Single

Nationality: Pakistani

Date of Birth: 12 Dec, 1986

**Objective:**

I am seeking to work with a company which will utilize my outstanding customer service skills, abilities and experience for the success and professional growth of both the organization and myself.

**Education:**

BS (IT) hons 2005-2009 The Islamia University Of Bahawalpur, Pakistan

**Professional Experience:**

**Defense Housing Authority / DHA – (Mar 2011 – Mar 2013)**

**Sales Executive Officer (Sales Dept.)**

**( Higher as a Telemarketing Executive and was promoted as Client Executive Officer**

**In 6 months)**

 Provide exceptional over the phone and front desk customer service to clients.

 Problem resolution with customer issues.

 Exceed all customer call guidelines including service levels, call handle time and productivity.

 Monitor feedback on social media and company website and work with company management to rectify customer complaints as best as possible

**The Resource Group Pakistan / TRG – (Mar 2010 – Jun 2011)**

**Sales Executive Officer**

 Provide excellent customer services and sales on telephone calls.

 Educate and guide current and prospective customers regarding products and promotions.

 Assist customers in resolving technical and legal issues with current services.

 Building a bridge between customer and organization to main customer retention and company growth.

**Express Transport Company / ETC – (2009-2010)**

**Sales Officer**

* Selling and purchasing of Vehicles
* Providing information about the products
* Educating customer about recent installment and beneficial plans
* Providing after sales services
* Recovery of payments.

**Professional summary:**

 Management professional effective at building highly-motivated teams, as well as leading cross-functional teams in a fast-paced environment.

 Perceptive Customer Service Manager who cultivates positive customer relationships through clear and helpful communication.

 Exceptional customer care professional that addresses inquiries and resolves problems as they arise.

 Customer service expert with sound judgment and an ability to resolve problems tactfully and diplomatically.

**Skills:**

 Exceptional interpersonal communication skills

 Excellent time management skills

 Effective problem solver and team player

 Effective workflow management

 Adherence to high customer service standards

 Exceptional telephone etiquette

 Customer-focused

 Microsoft Outlook, Word and Excel.

**Languages:**

* **English**
* Urdu
* Punjabi
* Saraiki