**SYEDA**

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**CAREER OBJECTIVE:**

To secure a position where I can utilize my knowledge and significant experience for the dynamic career growth in a dynamic and stable work place and to prove myself in a challenging position of responsibility.

**EDUCATIONAL QUALIFICATION:**

* Bachelor of Science, from Karachi University, Pakistan.

**PROFESSIONAL EXPERIENCE**:

**CUSTOMER SERVICE REPRESENTATIVE: Sep 2015 to Aug 2016.**

**Mobilink GSM, Karachi, Pakistan.**

**Job Profile:**

* Responsible for answering calls and transferring them to the concerned person.
* Greeting visitors and handling inquiries from the client.
* Preparing a plan for orientation of new employees in the company.
* Following up with clients for outstanding payments
* Supporting the sales team to reach their target.
* Providing them first call resolution.
* Maintaining KPIs to ensure team performance.
* Developing feedback of customer’s complaints for management.

**CUSTOMER SUPPORT EXECUTIVE: Aug 2014 to Sep 2015.**

**IBEX Global, Karachi, Pakistan.**

* Effectively manage large amounts of incoming calls, emails, and letters on daily basis.
* Communicating courteously with customers by telephone, email, letter and face to face.
* Handling customer complaints politely and effectively.
* Keeping accurate records of discussions or correspondence with customers.
* Producing written information for customers, often involving use of customers.
* Developing feedback of customer’s complaints for management.

**DATA ENTRY OPERATOR: May 2013 to June 2014.**

**CHIPPA Association, Karachi-Pakistan.**

* Insertcustomerandaccountdatabyinputtingtextbasedandnumericalinformation from source documents with time limits.
* Compile, verify accuracy and sort information according to priorities to prepare source data for computer entry.
* Review data for deficiencies or errors, correct any incompatibilities and check output.
* Generate reports, store all work in designed locations and perform backup operations.
* Keep all information strictly confidential.

**HR ASSISTANT CUM RECEPTIONIST. Feb 2009 to Apr 2013.**

**Pakistan telecommunication co.ltd, Karachi.**

* Handling & greeting all clients calls and transfer them to the concerned person.
* Maintain inward & outward courier documents fax, scanning, etc.
* Handle Mails and general correspondence.
* Maintaining soft copies of all Employees records.
* Taking care of General IT functions- such as Internet, EPABX, Printer, etc.
* Schedule meetings, arranging conference rooms and giving presentations.
* Maintain inventory of all stationery items and replenishment of stationery upon request/needed.
* Taking care of office Annual maintenance Contract like AC, Electrical and Carpentry works.
* Performing other duties assigned by CEO, Directors and Manager.
* Serves customers by backing-up receptionist, answering questions, forwarding message, confirming-

-customer orders, keeping customers informed of order status.

**COMPUTER PROFICIRNCY:**

MS Office – Word, Excel, Power Point, Outlook, Internet & Email Applications