

**M: C/o 971501685421**

**E:** **waseem.377682@2freemail.com**

**Industrial Area no: 3, Opp. Khansaheb Building Sharjah, UAE**

WASEEM

**Having in hand experience of 5 years and above in providing exemplary customer service and data control officer and achieving all company goals and objectives Energetic and goal-oriented with the outstanding performance record and well-rounded background in optimizing company revenue. Currently seeking a position, which will groom all skills, abilities and areas of expertise for new challenges and opportunities for my career growth.**

**PROFILE SUMMARY**

**HIGHLIGHTS**

* **Customer Services Record File Maintenance Good Communication and Interpersonal Skills**
* **Data/Accuracy Data Controller Proficient in Microsoft Office**
* **Team Building Service provider Excellent at Core Operating System at Mobilink GSM**
* **Relationship Building Complaint Handling Web Design, Internet and programming language**

Experience

**K-Electric Limited,**Karachi Pakistan working as **Facility Management Executive**

* **Facility Management Executive in Legal Affairs Department From November 2016 Till Date**
* To maintain data entry requirements by legal data program techniques and procedures.
* To prepare source data for entry by opening and sorting mail; verifying and logging receipt of data; obtaining missing data of legal affair cases.
* To prepare source data for entry by compiling and organizing data; establishing priorities; resolving incomplete and unclear data.
* To contribute to team effort by accomplishing related results as needed.
* To Maintain operations by legal policies and procedures; reporting needed changes.
* To coordinate and lead one or more teams to cover various areas of responsibility.
* To responsible for updating the data of legal cases on “KE Sharing Portal” on daily basis.
* To resolve technical issue regarding “KE Sharing Portal” with coordination of IT department of KE.
* To prepare reports of legal cases on daily, weekly and monthly basis.

**Mobilink GSM,**Karachi Pakistan working as **Customer Care Representative**

* **Customer Care Representative in Network Complaint & Investigation and Resolution Unit 22nd September, 2014 To 31st May, 2016**
* Responsible for diagnosis and resolution of customer issues in accordance with NCU SOPs and best practices.
* Escalate to second or third level in accordance with Network Complaint Unit escalation processes.
* Maintain overall ownership of customer’s issue & service ensuring that they receive resolution within a reasonable time frame.
* Take a proper follow up of escalated complaints.

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**Mobilink GSM,**Karachi Pakistan working as **Customer Care Representative**

* **Customer Care Representative in Support Center Department From June 2013 To November 2013**
* Served extra duty hours to meet up the ongoing project needs.
* Awarded with a credentials by higher ups for my work dedication.
* **Customer Care Representative in Contact Center From October 2011 To 22nd September, 2014**
* Primary role to provide online solution to Helpline callers.
* To maintain strict quality parameters.
* Keeping a follow up of all the complaints regarding customer billing dispute.
* To ensure complete and quality resolution for customer within the given time frame.
* Ensure absolute adherence to attendance.
* Convincing customers in a positive manner and providing solutions that closely relates to their communication needs.
* **ANALYSIS And REPORTING**
* Reporting and escalating of all the issues and workload on timely basis which falls in our domain.
* Involve all the stake holders for subject modification.
* To maintain daily productivity of Team.

* **Microsoft Unlimited Potential Curriculum (MSUP) from Community Technology Learning Centre, Karachi, Pakistan.**
* **Team Building, Mobilink Customer Experience, Unleash The Potential, Effective Team Building, Understand the technology to boost Customer Experience at Mobilink GSM learning Center, Karachi.**
* **Employee of the Month Award achievement in 2015 at Network Complaint Unit of Mobilink.**
* **Top performer in Network Complaint Unit in 2015.**
* **Rotation to Support Center Department based on my excellent performance in Contact Center.**
* **Web Designing from Online Tutorials.**

Computer Skills

Education

Training Certificates and Achievements

* **Operating system: Windows 9x/ME/2000/XP/Vista/Windows 7/Windows Server 2003**
* **Proficient in Operating Microsoft Office 2003/2007/2010**
* **Application softwares:IN page 2000, Web Design Fundamentals, Internet Fundamentals, Digital Media Fundamentals**
* **C Language and Assembly Language**
* **ASP.Net language**
* **Java programming language**
* **Networking**
* **Data Communication and Data Entry**

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**University of Karachi, Karachi, Pakistan - Bachelors of Computer Science-2012**

**St Patrick’s College, Karachi, Pakistan - Faculty of Science (Pre-Engineering)-2006**

**PN Boys Secondary School, Karachi, Pakistan - Matriculation in Science-2004**

Skills and Other Activities

* **Language: English and Urdu ( Written / Spoken/Read )**
* **Good Communication and Interpersonal Skills**
* **Excellent at operating SIEBEL & EPOINT, (core operating system at Mobilink - GSM to run customer relation management systems)**
* **Proficient in Update the Data of any type on online websites and Data Entry software.**
* **Reading books, computer and internet searching**
* **I enjoy all sorts of sports especially Cricket.**
* **Eager to meet with great personality.**

**Date of Birth: 5 April’ 1988**

**Visa Status: Visit Visa valid till 23rd April, 2018.**

**Nationality: Pakistani**

**Religion: Islam**

**Marital Status: Single**

References

Personal

**Contacts will be furnished upon request**