 House # A-34 block 15 F.B Area

Karachi, Pakistan

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SM SHAN E HAIDER JUNAIDI

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| Objective  Qualification |  | To work for an organization which provides me the opportunity to improve my skills and knowledge to growth along with the organization objective.  Early Education:Karachi Public School Metriculation: Private O-Level: Wahaj Hussain Schooling System A-Level (AS): Private |
| Work History |  | Organization: Kababjees  Designation: Customer care department  Duration: OCT 2016 TILL SEP 2018  Job Description :   * Obtains client information by answering telephone calls; interviewing clients; verifying information. * Determines eligibility by comparing client information to requirements. * Establishes policies by entering client information; confirming pricing. * Informs clients by explaining procedures; answering questions; providing information. * Maintains communication equipment by reporting problems. * Maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures. * Updates job knowledge by studying new product descriptions; participating in educational opportunities. * Accomplishes sales and organization mission by completing related results as needed.   Organization: Bookmark Publisher  Designation: Sales Executive  Duration: SEP 2018 till AUG 2019  Job description   * Presentation of new published course books * Maintaining records of books * Research and analyzing sales options * Inform clients by explaining procedures; answering questions, providing information. * Sales products by establishing contact and developing relationship with prospectus. * Accomplishes sales and organization mission by completing related results as needed   Organization: Ghazi Security Guards PVT LTD  Designation: Assistant Operation Manager  Job Description   * Assessing Client requirements and ensuring that these are met. * Setting customer service standards. * Specifying quality requirements of guard. * Investing and setting standard of quality and safety. * Acting as catalyst for change and improvement in performance and quality. * Recording, analyzing and distributing information. * Monitoring performance. * Supervising staff |
| Skills |  | * Clear communication. * Empathy. * Quick learner * Positive attitude. * Attentive listening. * Command over MS office |
| References |  | Furnished upon request. |