

Roshaan Hayyat

Karachi 75530

roshaanhayyat7_5fy@indeedemail.com

03166245925

Willing to relocate to: Karachi

Work Experience

Call Center Supervisor

Hello International Marketing Solutions

January 2020 to Present

- Hiring, training, and preparing call center representatives to respond to customer questions and complaints and troubleshoot problems with services or products.
- Ensuring agents understand and comply with all call center objectives, performance standards, and policies.
- Answering agent questions regarding best practices or difficult calls.
- Identifying operational issues and suggesting possible improvements.
- Monitoring and evaluating agent performance, providing learning or coaching opportunities, and taking corrective action, if necessary.
- Preparing reports and analyzing data to assist management as they determine call center goals.
- Working with other supervisors and management team members to support agents and maximize customer satisfaction.

Customer Services Representative

Euzen Solutions - Sindh

February 2019 to December 2019

- Takes orders by obtaining and verifying information.
- Enters orders by transmitting information.
- Provides product/service information by answering questions; offering assistance.
- Maintains call center database by entering and verifying information; updating contact log.
- Improves quality results by recommending changes.
- Keeps equipment operational by following established procedures; reporting malfunctions.
- Updates job knowledge by participating in educational opportunities.
- Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

Customer Services Representative

TriNet Pvt. Ltd. - Pakistan

January 2017 to December 2018

- Determines requirements by working with customers.
- Answers inquiries by clarifying desired information by researching, locating, and providing information.
- Resolves problems by clarifying issues, researching and exploring answers and alternative solutions, implementing solutions, and escalating unresolved problems.
- Fulfills requests by clarifying desired information; completing transactions, and forwarding requests.

- Sells additional services by recognizing opportunities to up-sell accounts, and explains new features.
- Maintains call center database by entering information.
- Keeps equipment operational by following established procedures, and reporting malfunctions.
- Enhances organization reputation by accepting ownership for accomplishing new and different requests, and exploring opportunities to add value to job accomplishments.

Customer Services Representative

PIZZA POINT

February 2016 to January 2017

- Respond to incoming calls and messages in a timely manner throughout shift
- Identify customer questions, complaints, concerns, and overall needs
- Provide sufficient answers and solutions to all customer queries
- Handle customer complaints respectfully and professionally
- Redirect customers to appropriate departments and teams when appropriate
- Generate leads for sales team by screening callers and identifying potential sales opportunities
- Meet or exceed call quotas and sales assist quotas, both personally and as a team unit
- Follow all communication procedures, policies, and guidelines during every customer interaction

Data Entry Operator

Corporate Courier Services

August 2015 to December 2015

- Transfer data from paper formats into computer files or database systems using keyboards, data recorders or optical scanners
- Type in data provided directly from customers
- Create spreadsheets with large numbers of figures without mistakes
- Verify data by comparing it to source documents
- Update existing data
- Retrieve data from the database or electronic files as requested
- Perform regular backups to ensure data preservation
- Sort and organize paperwork after entering data to ensure it is not lost

Data Entry Operator

Access Solutions

January 2015 to August 2015

- Receive and process data accordingly
- Accurately enter data into corresponding fields within websites i.e. Ads Posting
- Identify and correct data entry errors using appropriate quality control methods
- Perform related tasks like ordering office supplies and filing documents
- Manage and organize records and files
- Prepare relevant reports as needed
- Provide general data entry support across many teams

Education

Bachelor's in Mechanical

Indus University

February 2020 to Present

Intermediate in Automotive and Diesel

St Patrick's Technical Institute Karachi Pakistan - Karachi

August 2016 to March 2019

Skills

- Communication Skills (5 years)
- Customer Service (5 years)
- Data Entry (2 years)
- Microsoft Office (3 years)
- Administration (3 years)
- Supervision (3 years)
- Team Management (3 years)
- Lead Management (3 years)
- Customer handling (4 years)