

Arsalan Mustafa

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OBJECTIVE: My primary objective is to seek career growth while working with a reputed company. I find myself committed to procure organization goals and perform in the best interest of the organization.

EDUCATION HISTORY

Level	:	Masters
Course Title	:	MBA-HR
Awarding Institute	:	IQRA University
Start Date	:	May 2016 End Dec 2019
Level	:	Certificate IV
Course Title	:	IT in Programming
Awarding Institute	:	CBC AUSTRALIA
Start Date	:	April 2012 End July 2015
Level	:	Certificate
Course Title	:	Certificate in Networking
Awarding Institute	:	AICL AUSTRALIA
Start Date	:	Jan 2011 End Apr 2012
Level	:	B.Com
Course Title	:	Bachelor
Awarding Institute	:	University of Karachi
Start Date	:	Apr 2008 End Nov 2010
Level	:	Diploma
Course Title	:	Diploma in IT
Awarding Institute	:	University of Karachi
Start Date	:	Aug 2008 End March 2010 (Examination-2009)
Level	:	12 Year
Course Title	:	Physics, Chemistry, Mathematics
Awarding Institute	:	Higher School Certificate
Major Subjects	:	May 2005 End Date May 2007
Level	:	10 Year
Course Title	:	Mathematics, Biology, Physics, Chemistry
Awarding Institute	:	Secondary School Certificate
Start Date	:	Feb 2003 End Date Apr 2005
IELTS	:	IELTS Score 5.5 (Examination-2010)

SEVEN ELEVEN-AUSTRALIA:

I was deputed at Caltex Cambridge Garden as “Customer Service Attendant”

Responsibilities

- Direct requests and unresolved issues to the designated resource
- Deal directly with customers either by telephone, electronically or face to face
- Handle and resolve customer complaints
- Obtain and evaluate all relevant information to handle product and service inquiries
- Provide pricing and delivery information
- Communicate and coordinate with internal departments
- Manage customer’s accounts
- Respond promptly to customer inquiries
- Record details of actions taken
- Greeting patrons, Record details of inquiries, comments and compliments

KEY SKILLS

- Good communication and interpersonal skills
- Customer service on telephone and face to face on daily basis
- Accurate data entry skills
- Ability to do multi tasks
- Physically fit
- Excellent team player whilst also being able to work independently from time to time
- Good analytical and logical reasoning skills

INTERESTS

- Sports
- Documentary
- Internet surfing

PERSONAL DETAILS

- Given Names : Arsalan
- Last Name : Mustafa
- Date of Birth : 28/10/1987
- Gender : Male
- Health : Excellent
- Languages : English: fluent/moderate
- Contact details : 0332-9100034