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| Ahmed Jan  Flat No # 403,Omema Pride F.B Area, Block 21, Gulshan-e- Amin · 0336-2911108  janahmed873@gmail.com · LinkedIn Profile |
| To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills. |

# Experience

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| February 2020 – PresentTeam Manger, Ibex Global  * Client campaign oversight and execution, including social media platform and community management, content development, digital public relations, marketing, collaborations, blogger and influencer outreach programs, online activities, monitoring and analytics, and more. * Using data-driven insights to re-engineer digital content, resulting in a boost in overall brand social media engagement. * Actively communicate and converse with current or new potential customers. * Re-engagement: continually maintain the dialogue with current or future customers. * Seeding: keep an eye on related or trending online discussions and drop your brand into them. * Trained new team members on service techniques and provided scoring through a quality assurance program. * Assist in developing and mentoring NJ’s by encouraging meetings, provide training and sharing product-based information.  October 2019 – February 2020Senior Shift Lead, IBEX  * Organizing shift schedules for team members * Monitoring attendance, tardiness and time off * Assigning duties to specific employees based on role and skills * Supervising employees and assisting with tasks as necessary * Conducting performance reviews and sharing feedback with both upper management and team members * Managing employees requests and transgressions * Training new and current team members on tasks * Handling customer issues and managing conflicts |
| juNE 2018 – October 2019Customer Support Associate, foodpanda  * Use excellent communication skills to professionally and courteously interact with our customers via email, online chat, and other online portals. * Effectively managed a high volume of inbound chats. * Address & resolve customer product-related complaints for a wow experience. * Be a responsible, solution-driven individual to provide customers with the best possible responses to their queries through live chat, email & telephone discussions.  jan 2018 – July 2018sales officer, Hello International  * Facilitate cold and warm calls to prospective leads; schedule and follow through on calls with leads and current customers. * Source and work customer referrals. * Answer all lead and customer questions accurately; prioritize and/or escalate lead and customer questions as needed. * Perform cost-benefit analysis for prospective customers and advise on appropriate purchase options * Promote specific products as directed by upper management * Inform leads and customers of current promotions and discounts * Maintain positive business and customer relationships in the effort to extend customer lifetime value. |

# Education

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| Year 2014Matriculation (computer science from karachi board)Year 2016Intermediate (computer science from karachi board)Diploma (information technology from jinnah polytechnic institute since 2019 and last year) |
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