

# Muhammad Muzzammil

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## **PROFILE SUMMARY COMMAND**

I have ten years experience across a variety of sectors. I am a skilled and flexible customer support specialist with two years U.A.E experience working in large-scale operations with fast-moving targets and deadlines. I enjoy working in high pressure environments, collaborating closely with colleagues to meet goals. I am very flexible about working hours and can work across the day and night covering long distances.

Areas of Expertise	Computer Skills
Team Building and Leadership	<b>Software:</b> ERP, Uni-commerce, SAP, PR Touch
Personal Training	<b>Typing Speed:</b> 55WPM
Problem Solving	<b>Internet:</b> Surfing, Searching, Composing E-mails
Project Management	<b>MS Office:</b> MS Word, MS Excel
Performance Analysis	
Process Improvements	

## **EXPERIENCE**

**IBEX Global Pakistan (Pvt.) Ltd.**  
**Customer Representative Executive**  
**June 2021 to Still**



- Assist customers with their queries and problems by phone.
- Manage and provided quality services and conflict resolutions as per process & SOP's.
- Manage driver dispatch and manual intervention as per the process.
- Handling customer complaints, provide feedback to the quality management team for resolution
- Delivering information regarding signup process via telephone & e-mails

**Hello International Marketing Solution**  
**Customer Representative Executive**  
**March 2020 to May 2021**



- Assist customers with their queries and problems by phone.
- Manage and provided logistics for durable medical equipment
- Taking patients proper medical history and update vitals.
- To make sure patient treated well by their physician.
- Acknowledge with customer that they receive their shipment.

**Wadi.com (Online Shopping Company)**  
**After Sale Support April 2017 – March 2019**



- Promoted to After Sales Support department.
- Answers phone calls from customers and deals with problems as they arise.
- Follows up with customers to make sure that they are satisfied with a particular product.
- Give technical information and technical advice to both customers and the internal organization.
- Maintain and improve customer satisfaction.

**Warehouse Executive**  
**April 2017 September, 2018**

- Executing Last Mile operation.
- Coordinating logistic operation.
- Handling COD and collections, depositing updating on PR touch.
- Monitoring and tracking the flow of goods into the warehouse.

**Sugar Box Sweet Supply**  
**Store Keeper/Purchaser**  
**March 2015- March 2017**



- Prepare daily record of the store supplies received and issued
- Calculating the cost of ending inventory of the store
- Prepare daily, weekly and monthly reports of inventory
- Checking and recording the daily production and compare it with material issued
- Coordination b/w suppliers and the company management.

**Hurcon Call Centre**  
**Call Center Agent/Team Leader**  
**March 2012 – Dec 2014**

- Provide training to the new staff.
- Helped customers place new orders easily.
- Transferred urgent calls to the required departments quickly and accurately.
- Entered and updated new customer details in the customer relationship management software according to administrative guidelines.
- Make rules and regulations in the office.
- Take care of the whole branch maintained.

**QUALIFICATION**

B.Com from Karachi University, Karachi  
I.Com (12th level) from Government National College Karachi  
Matric (10 level) from Jamia Bait-ul-Quran Karachi