



# Muhammad Asad Khan

CUSTOMER SUPPORT OFFICER

+92.308.2214090

masadkhanjr@gmail.com

Abdul Hassan Isphahani Road, Karachi, Pakistan

## Summary

I have been involved in data management customer support for more than 6 years I am a detail orientated person ready to manage a long work risk multiple propriety and task complete dead line excellent multi-tasking and organizational communication skills having ability to work under pressure use to performed quality check as per define standard of ISO 9001,2008 along with excellent having sufficient typing speed along with excellent email communication along with report writing skills with hands on experience with Microsoft office products, experienced in data analysis data entry and use to coordinate with local administrative organization.

## Skills

Team Management Skills | Strategic Human Resources Leadership | Speaking Skills | Extrovert | Excellent Communications Skills | Customer Support Operations | Compliance Analysis

## Experience

Sep 2020 - Present

### CUSTOMER SUPPORT OFFICER

R&I ELECTRICAL APPLIANCES (PVT) LTD., Karachi, Pakistan

Taking care of walking customers social media customer corporate and priority customers

Handling day to day service maintained and billing issues

Daily reporting of indoor and outdoor visit complaints / invoicing

On call scheduling corporate and individual clients visit / logistics support

Providing backup to back office staff and technician staff managing office staff attendance

Jun 2018 - Sep 2020

### CALL CENTER OFFICER

TPL TRACKER, Karachi, Pakistan

Taking Inbound calls and resolve customer query

Mange and resolve customer complains

Monitoring all vehicle accordingly to standard operation procedures

Give customer proper feedback of his vehicle throw telecommunication and emails

System commands (CRM)

Apr 2015 - Feb 2017

### CUSTOMER SUPPORT EXECUTIVE

UNITED BANK LIMITED (PVT) LTD, Karachi, Pakistan

Handle customer inquiries both telephonically and by email

Offer services of bank to customer on telephone like credit cards, insurance products etc

Documents at call information according to standard operation procedures

My prime job is to contribute my efforts to enhance the business of the bank

System commands (TSYS, UNISON, FRMU, GNB, CTL, CRM)

## Education

2021	<b>University of Karachi</b> B.com (Continue)  Commerce Grade: D
2012	<b>Premier College</b> Intermediate/A-Level  Commerce
2010	<b>Metropolitan Academy</b> Matriculation/O-Level Computer Science

## Languages

Urdu  
Expert

English  
Intermediate