



Muhammad Saad Shaikh

Saad Shaikh

A person who one get interested in a work never leaves it without completing it Well-qualified proficient in handling complex customer issues and promoting positive experiences. Efficiency-driven and organized with team-oriented mentality and dedication to customer satisfaction, business goals and sales excellence. Skilled in coordinating documentation and handling payments.

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📍 Karachi, Pakistan

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WORK EXPERIENCE

Service Advisor

MG Center Karachi (SAIC Motor Corporation Limited)

03/2021 - 06/2021

Karachi, Pakistan.

MG is a British automotive marque founded by Cecil Kimber in the 1920s, and M.G. Car Company Limited was the British sports cars manufacturer that made the marque famous.

Tasks

- Greeting customers, listening to requests, scheduling appointments, estimating costs, verifying insurance, conducting inspections, and test driving cars .

Community Management Executive

Daraz.pk (Alibaba Groups)

11/2020 - 03/2021

Karachi, Pakistan.

Daraz Group is a multinational technology company that focuses on e-commerce, logistics, payment infrastructure and financial services

Tasks

- Worked as an L2 Supervisor handled social media private inbox customers queries. To handle angry customers give them solutions, services and satisfaction with the services we are offering. To update customers regrading their complaints, campaigns and orders statuses etc

Customer support representative

Daraz.pk (Alibaba Groups)

11/2019 - 11/2020

Karachi, Pakistan

Daraz Group is a multinational technology company that focuses on e-commerce, logistics, payment infrastructure and financial services

Achievements/Tasks

- To handle customer's queries. To handle angry customers give them solutions, services and satisfaction with the services we are offering. To update customers regrading their complaints and orders statuses etc

Basic Trainee B2

Pakistan International Airline

04/2014 - 11/2019

Karachi, Pakistan

PIA is an international airline that serves as the national flag carrier of Pakistan under the administrative control of the Secretary to the Government of Pakistan for Aviation

Tasks

- Maintained excellent attendance record, consistently arriving to work on time. Completed preventative and reparative maintenance on aircraft electronics and computer systems. Performed scheduled and unscheduled inspections to check flight readiness of aircraft. Performed thorough visual and physical inspections of all electrical parts.

Automobile dealer

Bajwa Motors

01/2014 - 01/2015

Sale and purchase of automobiles . Public dealing. Marketing.

Achievements/Tasks

- Automobile Showroom which deals in imported and local cards

SKILLS

Self Motivated,

Positive Thinker,

Flexible,

Confident,

Energetic,

Frequent Speaking

Excellent Communication and writing skills

EDUCATION

Masters IN Bussiness Administration

Karachi University Business School

11/2020 - Present

Karachi, Pakistan

ACHIEVEMENTS

Level 2 Supervisor Daraz.pk (Alibaba Groups)

Worked as an l2 supervisor to resolve the exceptional cases of the valued customer , Discussed such cases with the higher management and worked on the possibilities to resolve them.

ORGANIZATIONS

DFC (Donate for cause) (11/2019 - Present)

INTERESTS

Traveling

Swimming

Driving

Sports