

# Abo-Ul-Hassan

Customer Success and Sales Manager.

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## EXPERIENCE

### **InstaKin, Karachi**— *Customer Success and Business Developer*

Jan 2022 - PRESENT

- Manage and help the team to achieve monthly sales targets (USD 100K-150K).
- Enhanced total customer satisfaction by reducing the negative impact of external factors.
- Sustain business growth and profitability by maximizing value.
- Analyze customer data to improve customer experience.
- Hold product demonstrations for customers.
- Evaluate and improve tutorials and other communication infrastructure.
- Handle and resolve customer requests and complaints.
- Minimize customer churn.
- Aid in product design and product development.

### **Foodpanda, Karachi** — *CSR (Chat & Email)*

June 2020 - December 2021

- Achieved daily tasks by maintaining quality.
- Collaborating with managers to determine the most viable, effective approach to pursue customer experience.
- Started to be familiar with the team with customer approach and SOP to entertain query as a solo member.
- Customer service duties (Chats and salesforce), including following up with clients (hurdles, answering phone calls, and handling quality issues).
- Communicated with customers/vendors/riders and solved queries within the boundaries of SOP on calls..
- Managed partnerships.

### **Free-Lancer, Production House** — *TVC Film Industry*

January 2017 - December 2019

- Manage Continuity of props and wardrobe.
- Manage supply chain of transport and food.
- Brainstorm new ideas.
- Handle issues in real time .
- Attentive and availability at any time.

## SKILLS

Ability to work under pressure

Quick Learner

MS Office command

Digital Marketing

Critical Thinking

Decision Making

Athlete (MMA Fighter)

## EDUCATION

### **Iqra University,** **Karachi**— *BBA-H*

4rth year - in progress

### **Aisha Bawany Govt.** **College, Karachi**— *Intermediate*

2017

## PROJECTS

Participated in WHO SDGs.

Member of CSR team of IU-ac.

Member of the Event  
Management team.