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MOHAMMAD MOHSIN JALIL

PROFISSIONAL SUMMARY

Successful proprietor and a driven professional offering more than 8 years of experience in the hospitality industry. Talented in promoting community outreach and events. Accomplished in reaching revenue targets and increasing sponsorship. Ready to bring background and leadership to a growing company.

EXPERIENCE

CUSTOMER SERVICES SPECIALIST WALMART

IBEX, KARACHI, PAKISTAN

February 2022 - Present

- Walmart chat support for US customer
- Providing resolution for Walmart customer using soft skills, empathy, sympathy.
- Controlling escalated customers and prove them with the best possible solution.
- Prevent fraudulent customer to get refund on items.
- Managing positive feedbacks from customer and prevent from getting negative review to maintain high scores

PROPRIETOR

AL NAZAR TRAVEL & TOURS, KARACHI, PAKISTAN

January 2015 - Present

- Researched and created memorable and exquisite travel itineraries for clients related to Hajj and Umrah & tour services.
- Handled the travel arrangements for groups, executives and clients with special needs.
- Established a base of loyal clientele due to excellent listening and research skills and a keen understanding of travel budgets.
- Offered exemplary customer service to new and existing clients, which helped build lasting relationships and secure new travel assignments by listening to concerns and answering questions.
- Adeptly handled numerous inbound calls per day and received consistently positive feedback for service. Continually working with energy and enthusiasm.
- Ensured consistent adherence to related regulations and legislation to maintain compliance.

PROPRIETOR

AL NAZAR EVENTS, KARACHI, PAKISTAN

January 2017 - Present

- Organized corporate events, including luncheons and dinners, conferences and special events.
- Maintained adherence to client-event requirements through effective delegation, prioritizing and management of all production phases, from concept to execution for clients like Standard Chartered Bank.
- Gathered event requirements, including venues, budgets, guest lists, catering and event timelines through face-to-face client meetings.
- Maintained close communication with couples to achieve wedding goals and mitigate service issues.
- Maintained excellent standards of service through impeccable attention to detail.
- Administered contracts to deliver outstanding vendor coordination, timeline development, budgeting and day-of coordination services.

INTERN**STAR MARKETING PVT LTD, KARACHI, PAKISTAN**

January 2019 – February 2019

- Managed work of interns responsible for social media posts and online copywriting.
- Put together reports detailing campaign performance, customer engagement and engagement trends

CORE
QUALIFICATIONS

- MS Office (MS Word, Excel, Power Point) SPSS, Latex
- Business growth
- Cost estimating
- Crisis management
- Time and schedule management
- Social media marketing
- Sales and marketing strategy
- Relationship building
- Managing events, start to finish

EDUCATION

MASTER OF BUSINESS ADMINISTRATION – MARKETING - 2019

Iqra University – Karachi

BACHELOR OF BUSINESS ADMINISTRATION – MARKETING - 2015

Iqra University – Karachi

INTERMEDIATE - 2010

Bahria Foundation College – Karachi

MATRICULATION - 2008

Sadequain Academy – Karachi

PERSONAL
INFORMATION

Date of Birth: 6th, February, 1992

REFERENCES

References will be furnished upon request

ACCOMPLISHMENTS

Achieved 2nd position in 'Business Plan' organized by Iqra University

HOBBIES

Sports, mainly table tennis, cricket and badminton
