

SUNDAS QURESHI

Customer Support Executive

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PROFESSIONAL SUMMARY

I'm self-motivated, with experience in diverse domains including marketing, sales, accounts, journalism. Such diversity has helped me to develop variety of skills that allow me to work for any organization that best fits my interests and career growth.

SKILLS

Marketing	Public Speaking
Selling	Communication & interpersonal skills
Media reporting	Data Analysis
Team Management	Leadership
Management	Team Work

WORK EXPERIENCE

Ibex. Global

Job title: Email and Chat Support Executive – Foodpanda 10/2021-Present

- Prompt chat and email response to customers
- Document each customer’s question or problem as well as the resulting answer or solution
- Develop customer service solutions
- Maintain service level

Hassan Distributions

Job Title: Manager Distribution 08/2020-07/2021

- Maintain day to day books of Accounts in Tally,
- Maintain Bank Reconciliation Statement and Reconciliation of Debtors & Creditors
- Maintain Internal Audit: Store and Accounts Book
- Maintain Journal Entry Sale, Purchase & Exp Invoice

TCS Pvt Ltd.

Job Title: Relationship Executive 04/2017 – 01/2019

- Hosted / managed marketing events with partners, delivering product presentation, networking to build relationships and closing of sales.
- Built new channel partner relationships to grow business for the territory and company wide
- Served as the liaison between our service departments and our business
- Facilitated weekly status meetings to improve client issue prioritization and associate accountability.
- Delivered immediate feedback and follow up with associates in bi- weekly meetings, monthly one-on-one coaching sessions and yearly performance management discussions.
- Supported and identified Midwest Regional needs and initiatives.
- Increased knowledge depth through product training and coaching/mentoring sessions.
- Designed, enabled, managed, and enhanced customer value in order to drive growth and profitability.
- Delivered presentations to internal and external executives and partner with the sales team on prospect visits and scope of services presentations.
- Received promotion, then trained and supervised junior employees.

Pakistan Broadcasting Corporation

Job Title: DJ/ Drama Artist/Reporter 2013 – Present

- Voiceover Artist
- Disk jockey programmer Compare

Soch Media network

Job Title: Reporter 08/2016 – 03/2017

- Beat reporter
- Covered social, business, and cultural stories

Hassan Distributions

Job Title: Assistant Accountant 11/2016 – 01/2017

- Maintain day to day books of Accounts in Tally,
- Maintain Bank Reconciliation Statement and Reconciliation of Debtors & Creditors
- Maintain Internal Audit: Store and Accounts Book
- Maintain Journal Entry Sale, Purchase & Exp Invoice

Spark communication

Job Title: Brand Ambassador 2012 – 2013

- Responsible for developing and maintaining relationships with venue owners as well as contract negotiations
- Interviewed individuals through consumer engagements to collect and record product preferences and feedback using handheld data capture devices

St, Bonaventure H/sec School

Job Title: Teacher 2011 – 2012

- Achieved best teacher award
- Major subject’s teacher 4th to 10th class

Internships

Geo News 12/2015 – 01/2016

- On camera reporting
- Story covering
- Voice over

Associated Press of Pakistan 06/2013 – 09/2013

- Copy Writer Desk reporting
- Field reporting

EDUCATION

- **B.S in Media & Communication Studies**
 - University of Sindh 02/2012 – 04/2017
- **Diploma in Film/Documentary making**
 - Institute for development studies & practices 09/2016 – 12/2016
 - Script writing camera works documentary/film making

ACHIVEMENTS

- Achieved 2rd prize in National text story competition held by Purazam awards Pakistan by Information Ministry of Pakistan **(03/2019 – Present)**

- Achieved 3rd prize in documentary competition held by in National Film Festival documentary competition held by Indus consortium with collaboration of OXFAM and Chanan Development Association. **(11/2018)**
- Achieved 3rd prize in National documentary competition held by Purazam awards Pakistan, NACTA with collaboration of Information Ministry of Pakistan. **(11/2017)**
- Received shield and certificate for participation in National Film Festival documentary competition held by Indus consortium with collaboration of OXFAM. **(04/2016)**
- Recipient of several honorary shields and appreciation certificates from eminent Non-governmental establishments and cultural associations.