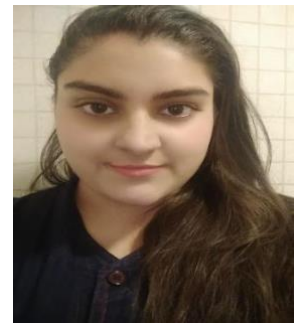


SABA GULZAR ALI



Dynamic customer service professional experienced in both call-center and information desk settings. Excel at listening to customer needs, articulating product benefits and creating solutions that provide value to the customer. Highly professional, dependable, reliable and able to perform duties with minimal supervision.

EXPERIENCE

JAN 2021 to dated

CUSTOMER SUPPORT EXECUTIVE, IBEX

- Working in IBEX as customer support executive live chat and email agent for foodpanda APAC.
- Assist international customers of Malaysia, Singapore, Hong Kong, Thailand and Philippine related to their queries about live and non-live orders on foodpanda.
- Help and guide customers by providing them all necessary information about foodpanda app.
- Proceed refunds and turnaround time of refund when required.

FEB 11, 2017 TO DEC 10, 2020

CUSTOMER SERVICE REPRESENTATIVE, AGA KHAN UNIVERSITY HOSPITAL

- Handle customer by helping them locate wards, offices and clinics & maintaining the data of queries in excel on daily bases.
- Schedule patient appointments by providing them necessary details & maintaining daily appointment data on ERP (SAHL).
- Provide information about our services.
- Troubleshoot and resolve client issues and concerns.
- Develop and maintain a knowledge base of our evolving services.
- Cash handling skills

MAY, 2015 TO JAN 2017

ACADEMIC ADMINISTRATOR, FAITH COLLEGE HYD.

- Managing Students and admission log for the courses.
- Providing information about ongoing and upcoming programs, planning and strategizing data and analysis processes undertaking by different projects and courses.
- Providing guidelines to customers about admission process & updating the databases on software.
- Worked for marketing of programs.
- Coordinating with Manager and handling customer requests.
Creating a system and tracking a data of students

EDUCATION

JUNE 2016

BACHELOR OF COMMERCE(B.COM), UNIVERSITY OF SINDH.

- Secured 2nd Division

DECEMBER 2013

INTERMEDIATE, GOVT DEGREE GIRLS COLLEGE HYD.

- Secured A+ grade.

JUNE 2011

MATRICULATION, AGA KHAN SCHOOL HYD.

- Secured B Grade (AKUEB).

AWARDS AND ACKNOWLEDGEMENTS

- Received an award and certificate for good performance from AKUH Marketing Department
- Received acknowledgement for working and coming regularly in times of complete lockdown in Karachi due to Covid-19.

SKILLS

- Ability to effectively deal with conflict.
- Excellent multitasking ability.
- Experience in a high-volume call center fielding approximately more than 70 calls per day.
- Strong listening and communication abilities.
- Oral and written communications skills.
- Above 400 patient handling experience at information desk.

OTHER ACTIVITIES

- I have volunteered twice in AKUH Events at Sports Center and Mock Drills as well. I have organized events at university as well.
- Hosted an event for special needs children institute.

LANGUAGES

- English
- Urdu
- Sindhi

PERSONAL INFORMATION

- CNIC# 4130-214583502
- Religious: Islam
- Cell # 0349-3195094
- Email: tajwanixabagulzar@gmail.com
- Address: F #47 Noor e Karim Apartments, Filmistan, Nishtar Road, Karachi.

REFERENCES

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