



## **Shahrukh Mazhari**

H. No# R-676 Sector 11-C/1 Sir Syed Town, North Karachi, Karachi.

Mobile: +92-303-2211231 / +92-335-2568042

Email: [shahrukh.mazhari@gmail.com](mailto:shahrukh.mazhari@gmail.com)

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<b>Objective</b>	To seek a career with growth opportunities in a dynamic organization which provides relevant exposure, trainings, and mutual prospect in the field.
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## **Experiences**

***Systems Limited  
(Khaadi)***

***Jan 2022 – Till Now***

### **Senior Customer Support Executive**

#### Job Description

- ☐ Solving customer complaints.
- ☐ Communicating with the client for the resolution of exception cases.
- ☐ Responding to emails received from clients and also to coordinate with customer on email and call to resolve issue reported by the customer.
- ☐ To assist customers regarding the order placement, shipment and refunding issues.
- ☐ Working on a software like Zoho & Magento.
- ☐ Any other task assigned by management

systems

***Travel Up***

***Mar 2019 – Jan 2022***

### **International Consultant - Hotel**

#### Job Description

- ☐ To reserve hotels and resorts for customers from UK, USA, Canada, New Zealand, and Australia.
- ☐ Resolving customer queries received on Salesforce, emails, and inbound calls.
- ☐ Responding to emails received from suppliers and also to coordinate with suppliers on email and call to resolve hotel/resort check-in issues, payment issues, or any other issue reported by the customer.
- ☐ To assist customers regarding changes and/or any other requests they may have.
- ☐ Any other task assigned by management.

travel up



**Flight Controller (Central Reservation Control)**

Job Description

- ❑ Working in CRC to manage flight load on daily basis.
- ❑ Provide and maintain Central Reservations Control with regular updated fares for Domestic & International Sectors.
- ❑ Manage inventory Management and evaluate flights activity and booking trends.
- ❑ Sales / Revenue Forecasting.
- ❑ Communication with all the SAI stations.
- ❑ Processing all the positioning Engineers, Cockpit and Cabin Crew GDs.
- ❑ Monitor competitor airlines and recommend if any changes and deviations required enhancing pricing structure.
- ❑ Update all stations including station managers about flight cancellation or delays.
- ❑ Attend Telephone Calls from SAI Network for queries related to passengers booking & E- Ticketing issue.
- ❑ Assist other junior members of the CRC as required.



**Customer Relation Officer (Outbound)**

Job Description

- ❑ Working side by side with Central Reservation Control (CRC).
- ❑ Professional handling of Telex internal and external emails implies working on cancelled/rerouted flights/schedule affected and others.
- ❑ Preparation of daily reports of action in the form of summary defining all areas and their count.
- ❑ Made the SOP for Call Center about the action of the affected flights.
- ❑ Amended all the previous internal outbound policies.

**Team Lead**

Job Description

- ❑ Ability to train, motivate and supervise customer service employees.
- ❑ A team player, acknowledged as “Total Quality Customer Service Professional.”
- ❑ Served as Customer Service Representative for a not-for-profit corporation hosting local performing arts organizations, films, touring performers and community events.

## **Sales & Marketing Assistant/Customer Support (Call Center)**

### Job Description

- ❑ Meet monthly key contact center performance goals for customer satisfaction, quality, productivity and key performance metrics.
- ❑ Monitor and evaluate agent monthly performance including call/email and after-work monitoring, review productivity and attendance reports and train staff members to improve performance.
- ❑ Conduct formal agent performance reviews including annual goal-setting/performance development plan, mid-year performance review and final year end performance review. Assist agents with career development.
- ❑ Ensure that customers' questions and problems are resolved properly and quickly. Address challenging customers and problems that require escalation outside of the department.
- ❑ Report, analyze and resolve system, customer and operational issues that affect service quality.
- ❑ Strive to provide all customers with an outstanding customer experience.
- ❑ Build, establish and maintain open lines of communication with agents, peers, trainers, managers, QA specialists, engineering, marketing and other areas of the company to facilitate problem solving.



***Pakistan International Airlines***  
***(National Carrier of Pakistan)***

***April 2009 – June 2012***

### **Customer Services Representative (Inbound)**

#### Job Description

- ❑ Responds to the inbound and outbound calls, emails and chat sessions received from customers.
- ❑ Backup team leader.
- ❑ Used Complaint Management System (CMS) developed by NCR.
- ❑ Responsible for managing events in the center.



### **Customer Services Representative (Outbound/Queues)**

#### Job Description

- ❑ Working side by side with center for reservation control (CRC).
- ❑ Professional handling of telex internal and external emails implies working on cancelled/schedule affected/rerouted flights and others.
- ❑ Handling of general/divisional and special queues for various procedural action purposes.
- ❑ Working on pre-flight check procedures.
- ❑ Working on ticket home delivery service facility.

## **Trainings & Courses**

- ❑ Certificate of Travelport Galileo Reservation System
- ❑ Certificate of SABRE Reservation System
- ❑ Certificate of Fire Fighting from PIA

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## **Knowledge & Skills**

- ❑ Excellent interpersonal, telephone and customer service skills.
- ❑ Knowledge of contact center, airline and travel industry procedures and methodology.
- ❑ Ability to work in a busy sales team environment.
- ❑ Ability to deal with corporate and premium clients.
- ❑ Ability to work on different GDS like SABRE, Galileo.
- ❑ PC based skills to operate Windows package including Microsoft Word, Excel, PowerPoint/ Email.
- ❑ Ability to create various types of reports on Microsoft Excel.
- ❑ Ability to create and deliver presentations on Microsoft Power Point.
- ❑ Computer software

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## **Awards**

- ❑ Employee of the Quarter Jul – Sep 2010
- ❑ Employee of the Quarter Jan – Mar 2012

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## Competencies

- ❑ Exceptional communication skills.
- ❑ Team building & leading.
- ❑ Attention to detail & quality.
- ❑ Professionalism.
- ❑ Always willing to learn.
- ❑ Sales negotiation and conversion skills.
- ❑ Initiative and commitment to achieve
- ❑ Adaptability & Innovation.
- ❑ Problem solving.
- ❑ Believe in smart work

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## Education

<u>Year</u>	<u>Certificate/Degree</u>	<u>Institution/University</u>	<u>Grade/Division</u>
2010	Bachelors of Commerce	Govt. Premier College	1 <sup>st</sup> Division
2006	HSC (Commerce)	Govt. Premier College	1 <sup>st</sup> Division
2004	SSC (Science)	North Star Public School	1 <sup>st</sup> Division

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## Personal Information

Date of Birth : 15<sup>th</sup> November 1988  
Gender : Male  
Nationality : Pakistani  
Marital Status : Married