



SYED ZUHAD HAMID

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OBJECTIVE

To make use of my interpersonal skills to achieve goals of a company that focuses on customer satisfaction and customer experience.

SKILLS

- Customer Success
- Team Leadership
- Team Management
- Telecommunications
- Team Work
- Ms Office
- Internet Surfing

EXPERIENCE

October 2021 - Present

Amanrasoft

Operations Manager Customer Support

I manage all the tasks regarding Amazon, Ebay, Walmart and VeeTrends.

I also manage all the customer emails, voice mails, phone calls and live chats regarding order information and order query on these websites.

I also take care of the orders of customer, and their tracking id's and inform the customer about the order details.

Directly discussed the US vendor's regarding customer order information about order delivery, order transaction id's and probably give away the relevant information to the customer.

May 2021 - August 2021

Wavetec - Vendi

Customer Relationship Manager (Contractual Based Job)

Build relationship with key employees among customers.

Create plans to address client business needs.

Advise clients on creating profitable processes.

Schedule regular meeting with customer to ensure they are satisfied without products.

Collaboration with internal teams (sales, technical, operations team, senior management) to address customer and clients needs.

Ensure both the company and clients adhere on terms and conditions.

May 2020 - December 2020

Daraz.pk

Customer Relationship Manager (Contractual Based Job)

Build relationship with key employees among customers.

Create plans to address client business needs.

Advise clients on creating profitable processes.

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April 2019 - March 2020

Gerry's International pvt Ltd.

Operations Manager Customer Support

Handled customer queries regarding visa applications submission, information, feedbacks, complains and suggestions.

To collect the passports and application submission for customer regarding visa.

To visit china consulate daily basis to receive the previous rejected application and passports & submit the current application for submission visa.

To serve the delegations, banking sector management level and different department.

Effectively maintained and developed relationship with customer as per the best service of standard are provided.

May 2017 - March 2019

Sana Safinaz

Customer Support Executive

Resolving the customer queries regarding the online order placing, wrong order received, order delivery late, order misplaced by the customer service.

Made outbound and inbound calls to confirm the order.

Research and responded to clients questions in a timely manner.

Effectively maintained and developed relationship with customer as per the best service of standard are provided.

Dec 2015 - May 2017 **K-electric 118**
Customer Service Representative (Third Party Contractual Based Job)
Attract potential customers by answering service questions, suggesting information about other service.
Open customer account by regarding accounts information.
Maintain customer records by updating accounts information.
Resolve service problem by clarifying the customer complains determining the cause of problem, selecting and explaining the best solution to solve the problem.

EDUCATION

2012 **University of Karachi**
MBA Finance

2009 **University of Karachi**
B. com

2006 **Jauger Degree College**
Intermediate
C Grade

2003 **Group of Ali Ali School**
Matriculation