

Shahzaib Tanveer

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House # 3455, Street 21, Chah Sultan Rwp.



Profile:

An organized, results-oriented Customer Services Professional with an excellent track record of significantly increasing service quality, sales and customer base. Outstanding communication, relationship-building and influencing skills; competent in building customer relationships which inspire confidence and loyalty. To gain more by making use of my abilities and to obtain a sustainable position in a dynamic organization. I also seek work in challenging and demanding organization to enhance and strengthen my interpersonal skills for future.



Academic Qualification:

Bachelors in Computer Sciences / University of Central Punjab.	(2015-2017)
Intermediate Degree in FSC Pre-Engineering / Swedish Group of Colleges.	(2013-2015)
Matriculation in Computer Sciences / Authentic Public Secondary School.	(2012)

Courses:

IELTS / ELI English Institute of Languages.	(2018)
Computer Software & Hardware Course / TEVTA Institute of Educations.	(2012)
Spoken English Course / TEVTA Institute of Educations.	(2012)

Trainings/Certifications:

- **Lean Six Sigma Green Belt** (2021)

The IASSC Certified Lean Six Sigma Green Belt™ (ICGB™) is a professional who leads improvement in projects and serves as a team member as a part of more complex improvement projects.

- **Customer Care Training: Building Customer Service Excellence** (2018)

Who is customer and what is customer care? Know Your Customer through different means.

- **7 Habits of Highly Effective People** (2018)

The 7 Habits of Highly Effective People is a self-improvement training within business and in daily life.

Work Experience:

- **Assistant Manager (Customer Communication) / PTCL-Pakistan Telecommunication Company Limited (2019 - Present)**

- Providing products information to new and existing customers via different campaign management tools
- Research on customer dispute cases and forwarding results to related departments to handle customer complaints and concerns collected through campaigns (SMS, Emails, Robo Calls, IVR, Chat Bots and Social Media etc.)
- Handling different TOS/POS and Credit Monitoring campaigns to control and improve churn rate
- Performing Retention and Winback campaigns by providing incentives and discount bouquets to customers
- Managing, drafting, executing and analyzing those communications plans before and after roll out
- Interacting with all senior management – advising on strategy, tactics and activities as well as content, timing and audiences related to TOS/POS, Billing, Products and marketing campaigns etc. for better customer experience
- Providing the broader business with guidance on appropriate communication tactics and delivery channels and support for all projects and initiatives
- Reviewing communications prepared by and for the business to ensure alignment of messages and Corp Communications principles
- Dealing with CRM, RS, SAP and multiple applications to improve better customer experience
- Writing high-quality written communication materials in English and Urdu.

- **Customer Communication Executive / PTCL-Pakistan Telecommunication Company Limited (2018 - 2019)**

- Planning and implementing the social media content plan
- Monitoring, upkeep and development of the MNH website
- Delivering the marketing plan and key campaigns and making recommendations for change where opportunities arise
- Supporting event managers and exhibition curators through targeted communications of events and exhibitions
- Reviewing and reporting on the outcome of campaigns
- Supporting the delivery of e-marketing
- Use of the Customer Database ensuring quality data collection and input for the purposes of developing beneficial customer relationships through appropriate and relevant communications as part of the marketing and communications plan
- Supporting and actioning promotional activity for sponsorship arrangements
- Supporting the Communications Manager in the provision of market and audience research
- Monitor developments and trends in marketing and digital media to inform communications

- **Training and Development Specialist / PTCL-Pakistan Telecommunication Company Limited (2017 - 2018)**

- PTCL Technical Products and Information Trainings
- Customer handling on all skill i.e., Technical support, Product information, Retention, Sales and Marketing etc.
- Grooming & training team members for current and future prospects of Retention and Churn Control to follow the road map
- Complaint registration in CRM, Professionalism & Call Center Terminologies and Call Centre Matrix (COPC)
- Personality Improvement and Workplace Ethics with respect to Code of Conducts
- Presentation and Communication Skills, Motivational Speaking, Stress Management, Time Management, Anger Management
- Career Counseling
- Customer Care mindset and Seven Habits of Highly Effective People
- Sales Training Ideas and Marketing Skills

Achievements:

- Best CUSTOMER CARE Training Team of the Year 2018 award by the CEO of PTCL
- BEST TRAINER: Achieved 5 times Trainer of the Month reward and also got appreciation letter from PTCL.

Skills:

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|--|---|
| • Mac/PC Systems | • Microsoft Office |
| • CRM (Customer Relationship Management) | • MS PROJECT & VISIO |
| • Communication and Correspondence | • Training & Development Specialization |
| • WFM (Work Force Management) | • Social Media Applications |
| • SAP ERP (System Application) | • Risk Management |
| • Unica Campaign Manager Tool | • Digitalization |
| • Marketing and Sales | • Customer Retention and Churn Control |

Expertise:

- | | |
|--|-----------------------------------|
| • Project Design | • Report Writing & Email Drafting |
| • Motivational Speaking | • Time Management |
| • Communications & Presentation Skills | • Team Work |

Interests & Languages:

- I like Internet Surfing, Hiking, Online Researches, Playing Snooker and Gymnastics. I am very fluent in English and Urdu.

References:

- Should be furnished on demand
- I hereby declare that above mentioned information is correct to the best of my knowledge and believe