

Muhammad Ashar

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Enthusiastically seeking to work with an established organization where I can optimally utilize my target

oriented, self-driven abilities and management skills with my experience of establishing effective relationship and anticipate growth in career while continuing to grow professionally.

CAPABLE OF

- Punctual
- Ambitious and Hardworking, with a commitment to excellence
- Swiftly understanding of new information and procedures
- Effectively able to work with diverse groups of people
- Good listener and optimistic
- Able to handle multiple tasks
- Can coordinate and plan with optimistic approach
- Motivated and organize with effective communication skills
- Able to speak English and Urdu.
- Proficient in English and Urdu typing.

Work Experience

Customer Service Representative

Icon Global. - Karachi

July 2022 to August 2022

Worked as customer service representative from 13 July, 2022 to 13 August, 2022.

- Generate leads for Icon global's client DZee textiles USA, while calling to Nevada, USA regions Hotels, Motels, resorts, casinos.
- Book orders through inbound /outbound calls of Nevada, USA clients for bedding accessories (linens, pillows, mattresses, duvet, blankets etc) and house keeping supplies (towels, shower curtains, amenities etc) which were manufactured at Icon's Acme Mill.
- Prepare 'estimate' of customer's placed order including freight /shipping charges then emailed back to client for authorization (approval).
- Once the authorization from client received prepare the sales order as per clients placed order, forwarded it to the logistics department to shipped/dispatched it to Las Vegas, Nevada warehouse of DZee textiles for client's receiving.
- Also prepare the web orders emailed by clients.

Assistant Manager

National Database and Registration Authority

November 2011 to October 2019

- Responsible to manage NADRA Registration Centre as Incharge.
- Look after the entire operation from token issuance to uploading of data smoothly
- Provide complete guideline to the applicant in all aspects of CNIC processing.
- Motivate staff and keep them update regarding new products and projects of NADRA in order to maintain positive work environment and run the operation smoothly
- Interacting with upper management and assist them in response to customers feedback concerns and queries

Sr.Customer Services Executive

National Database and Registration Authority

February 2003 to November 2011

- Attended CRM based Call Center this entails managing telephone calls and entering them in RTS based system
- Respond to customer's queries regarding service, products, new projects etc. and facilitate satisfactory resolution there and then
- Handling all problems related with database registration. Logging complaints and sending them to concerned department
- Follow-up customer queries and intimating them updates regarding their queries

Experience Express Shipping Company as an Admin Assistant

(Dated: 3rd March 2002 till 30th January 2003)

- To manage effective communication and coordination within and outside the organization
- Planning and controlling of Administration policies on work rules
- Looking into staff all secretarial duties including private and confidential Matters
- Coordinating with vendors for buying and getting best possible stationary require for the staff
- Assist Manager Administration on day-to-day Administration work

Pakistan Telecommunication Company Ltd. as Telex Complain Operator

(6 months)

- Dealing with disgruntled and unsatisfied Customers
- Handling all problems related with Telex
- Logged customer's complain, forward it to the concern department and Continuously follow up and provide customer satisfactory solution

Education

Bachelor's in Maths, Physics, Statistics

Karachi University

Ayesha Bawani Academy

Skills

- MYSQL
- C S S
- HTML

Languages

- One year English language course from 'Alsani Institute' and 'Inlingua. - Fluent

Additional Information

COMPUTER SKILLS

- MS- OFFICE
- HTML, C S S, Introduction to Java Script
- MySQL, P H P