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| Imran Shahzad Qureshi Customer Service Professional     |  | | --- | | **Contact Details** |     **Address**  **MC-62, St # 2**  **Greentown**  **Shah Faisal Colony**  **Karachi**  **Phone**  **92-335-5656065**  **E-mail**  [**imrans90@hotmail.com**](mailto:imrans90@hotmail.com)   |  | | --- | | **Skills** |     **Staff Training**  **Policy enforcement**  **Efficiency improvement skills**  **Team member training**  **Quality assurance**  **Customer Relations**  **Scheduling**  **Staff Management**  **Performance Enhancement**     |  | | --- | | **Languages** |     **English**    **Urdu**    **Punjabi**    **Arabic**     |  | | --- | | **Interests** |   **Book reading**  **Gym workouts**  **Eating out** | Accomplished and creative Executive Manager possessing multifaceted experience and proven ability to re-energize and restructure organizations develop strategic initiatives and capture emerging business opportunities. Results-oriented, decisive leader adept at forging lucrative relationships with key partners, vendors and clients. Recognized for turning around struggling company operations to achieve sustained growth.     |  | | --- | | **Work History** |      |  |  |  | | --- | --- | --- | |  | 2021-03-  Current  2019-10 – 2021-02 | **Travel Counselor**  ***Serene Air Pvt. Ltd.***   * Make reservations, issue tickets and receiving cash. * Providing flight details to the passengers at the counter. * Maintain top degree telephone etiquettes on every call taken. * Guiding domestic and international passengers of their travel needs like passports, visas and immunizations etc. * Provide support to prepare departmental reports as well as other documentation.   **Operations Team Leader (Call Center)**  ***Tribe Consulting, Islamabad, Pakistan***   * Trained, mentored and directed a large team of customer support executives. * Increased overall efficiency and productivity of team by training and by conducting feedback sessions, changing schedules and assigning daily tasks. * Contributed to interviewing process and made new hire recommendations. * Reviewed and assessed ongoing operations, developing initiatives for continuous process improvement. * Monitored daily and weekly key performance indicators to maintain on-track status. |  |  |  |  | | --- | --- | --- | |  | 2013-07 - 2017-12 | **Senior Customer Service Representative**  ***FutureNow Technologies, Lahore, Punjab, Pakistan***   * Watched flagged customer accounts to monitor ongoing issues and deploy newfound solutions for outstanding concerns. * Processed, scheduled and executed customer orders for new and established customers. * Engaged clients over phone to answer questions and address complaints. * Boosted team spirit and performance by communicating clear service expectations and quality goals to each team member. |  |  |  |  | | --- | --- | --- | |  | 2010 -11 - 2013-06 | **International Student Recruitment Officer**  ***Helping Hands International, Mirpur, Azad Kashmir***   * Conducted public seminars by gathering information on business objectives, vision, brand strategy, competition and industry trends. * Drove operational improvements which resulted in savings and improved profit margins. * Worked with students to understand their needs and suggest the best institution for their desired study program. * Resolved admission and visa related problems, improved operations and provided exceptional client support. |  |  |  |  | | --- | --- | --- | |  | 2008-03 - 2010-06 | **Customer Service Assistant**  ***Bradford Fisheries, Bradford, United Kingdom***   * Delivered prompt service to prioritize customer needs. * Submitted completed orders quickly to maximize delivery efficiency. * Answered customer questions about product availability and estimated order delivery times. * Handled over 100 customers per day, preparing their orders, taking payments and providing exceptional customer service. |  |  |  |  | | --- | --- | --- | |  | 2005-04 - 2007-12 | **Computer Lab Assistant**  ***Govt. Model Science College, Mirpur, Azad Kashmir***   * Provided instruction to all lab users on proper use of all equipment. * Monitored systems in operation and input commands to troubleshoot areas such as windows and networking. * Configured hardware, devices and software to set up work stations for students. * Supported all computer lab operations. |  |  | | --- | | **Education** |      |  |  |  | | --- | --- | --- | |  | 2003-05 - 2004-06 | **Post Graduate Diploma: Information Technology**  ***Allama Iqbal Open University - Islamabad Pakistan***   * Graduated in Top 70% of Class * Majored in Computer Concepts, Database, Software Engineering, Computer Networks |  |  |  |  | | --- | --- | --- | |  | 2000-01 - 2002-01 | **Bachelor of Applied Arts: English Language And Literature, History, Arabic**  ***University Of Azad Jammu And Kashmir - Muzaffarabad*** | |

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