

**Contact**

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**Experience**

Demonstrated advanced organizational and communication skills.

Educated customers on company products and offerings.

Brought forth a high-energy and engaging spirit.

Represented

client's

best

interests

during

purchase

and

sale

negotiations.

Maintained

contact

with

clients

from

beginning

of

a

sale

to

after

closing,

providing

updates,

follow-through,

and

consultations

as

needed.

Manage

and

handle

call

center

to

achieve

KPIs

for

qualitative

&

quantitative targets as assigned.

Ensure

call

center

team

is

updated

with

all

changes

in

products,

policies and procedures for effective customer handling.

Motivating the team to achieve high standards and KPI targets

Maximized efficiency by removing safety hazards and debris from

work areas.

Leading complaint Management Unit

Partnered

with

managers

to

identify

and

capitalize

on

sales

trend

and brand initiatives

Mentored

and

guided

employees

to

foster

proper

completion

of

assigned duties

Optimized

customer

support

by

establishing

collaborative

service

environment

Looking and handling delivery all over Pakistan.Reported to Head of

Dept. CFO and GM.

Cultivated

customers

loyalty

promoted

repeat

customer

and

improve sales

Educate customers on promotions to enhance sales. Responded

to

customers

requests

for

product,

service

and

company

information

Engaged clients in person and over phone to answer questions

and address complaints

Handled Online platforms (Ordering, Chatting & Selling)

**Sale Executive**

**Team Lead**

**Customer Service/Support**

**March-2022 June**

**2021**

**2018**

**Jan-2021-March**

**2017**

**July-2017 Dec**

**Tribe Consulting BPO Company Pvt Ltd Karachi.**

**Pizza Max Pakistan.**

**Pizza Max Pakistan.**

**Reference**

**University of Karachi**

**S.M Public Academy**

**Bachelor in Commerce**

**Matriculation**

2018-2021

2012-2014

Problem Solving

M/S Office Word/Excel

Powerpoint

Time Management

Leadership Skills

Decision Making

Teamwork

**Music**

**Expertise**

**Hobbies**

A well professional with a wealth of transferable skills gained

in the retail sector. Possesses a commitment to delivering

customer service excellence and a reputation for ensuring

complete customer satisfaction. Able to reduce costs by

implementing processes that are more efficient. Maximizes

profits by analyzing trends and providing advice and guidance

to junior colleagues

2014-2016

**Intermediate**

**Govt.Azizabad Degree College**

**Travelling**

**Photography**