



SYED MUHAMMAD JUNAID

CAREER OBJECTIVE:-

Accept and enjoy the new situations and challenges, make a strong contribution towards the given position increase the wealth of the organization and enhance the knowledge, abilities & skills through the organization by contribution.



Model Colony,
Karachi, 75100



+92 3318054550
+92 3400829944



Junaidsm20000@gm
ail.com

PERSONAL PROFILE:-

Date of Birth	:	21-10-2000
Nationality	:	Pakistani
Religion	:	Islam
Marital Status	:	Single
CNIC	:	Active (Valid)
Driving License	:	Active (Valid)
Current Country	:	Pakistan
Age	:	21

EXPERIENCES:

- **Appedology, (Currently working)**

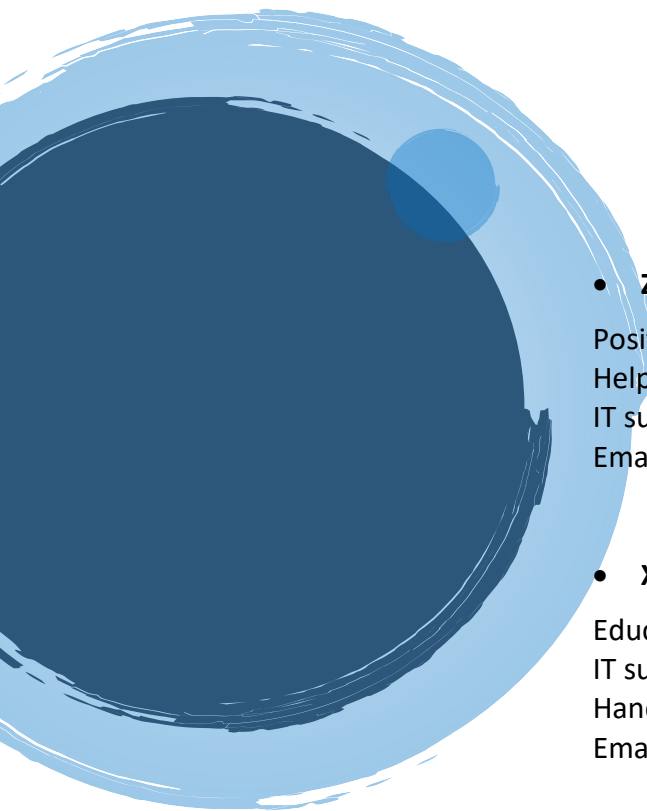
Position at Negotiation Officer.

Negotiate on the amount from the behalf of our client.

Collect the amount from the Insurance behalf of the doctors.

Making our client satisfy with our services.

Email and Chat support.



- **Zoo Digital, (8 Months)**

Position at OBC (Onboarding Coordinator).
Helping clients on website facing different kinds of problems.
IT support.
Emailing and Chat support.

- **Xaptiva Digital, (1 year)**

Educate customers on product and satisfy with the service.
IT support.
Handling technical issues.
Email and chat support.

- **Multinational Japanese Car Exporting Company, (1 year)**

Educated customers on product and making satisfaction regarding the service of the company.
Guiding customers about the attractive features of the vehicle.
Taking prices from the Japanese Auction.
Working on live Japanese Auction.
Bidding in live Auction.
Good call timing and quality.
Achieved customer satisfaction rating.
Assisted customers by answering questions, and responding to inquiries.
Target archiver.
Emailing and chat support.

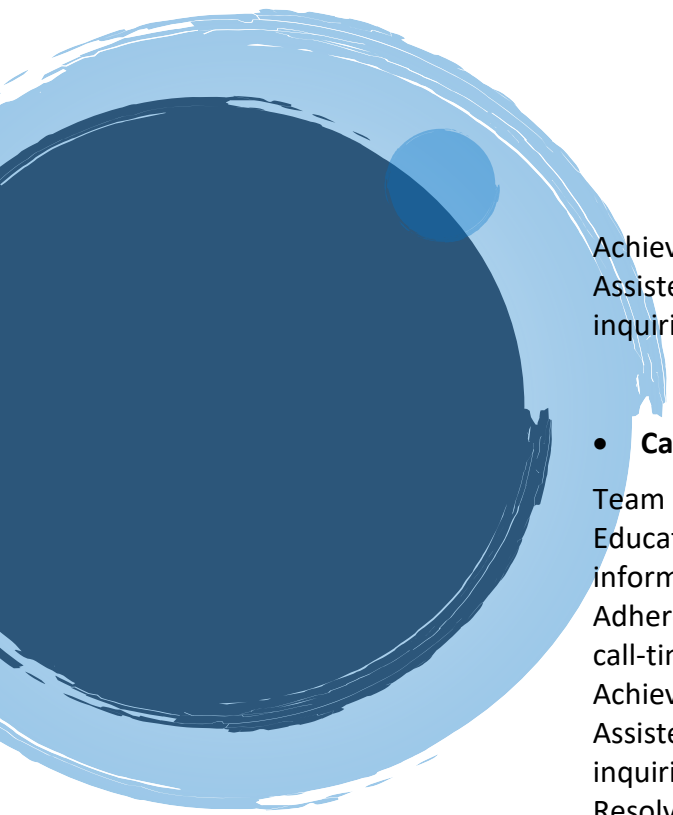
- **Data Entry (3 Months Freelancing)**

I am an expert Data Entry operator. I have excellent speed and I believe in innovation and value addition in the client's work.

- **Call Center (Duct Cleaning company, 5 months)**

Educated customers on product and service details and information.
Adhered to company policies and scripts to consistently achieve call-time and quality standards.





Achieved customer satisfaction rating.
Assisted customers by answering questions, responding to inquiries, and handling telephone requests.

- **Call Center (Rogers services camping, 1 year)**

Team Leader (Supervisor)

Educated customers on product and service details and information.

Adhered to company policies and scripts to consistently achieve call-time and quality standards.

Achieved customer satisfaction rating.

Assisted customers by answering questions, responding to inquiries, and handling telephone requests.

Resolved issues by coordinating with the department team.

- **Call Center (Duo Telecom 4 months)**

Educate the customer about the product and offer them the best plan regarding their use and making satisfaction regarding the service of the company.

Good call timing and quality.

- **Call Center (Etisalat 3 months)**

Educate customers about the product and offer them the best plan regarding their use and making satisfaction regarding the service of the company.

Good call timing and quality.

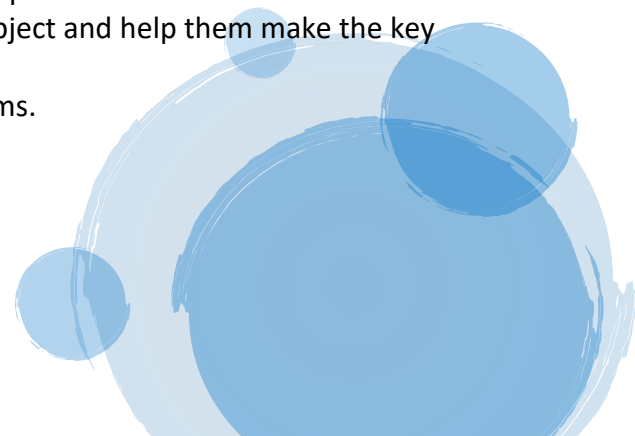
- **Teaching (1 year)**

Tough students from grades 6 to 10.

Major subjects English and Computer.

Educate students about the subject and help them make the key points.

Preparing students for the exams.






EDUCATION:-

- Matriculation/O-Level, SSC
- Computer Science, English Language, and Literature, (Karachi)
- Intermediate(Pre Engineering) (Karachi)
- Bachelor

SKILLS:-

- Data Entry
- Call Center
- Emailing
- Customer Care
- Computer Operator
- Receptionist
- Quality assurance
- Communication skills
- Client communication
- Technical Support
- Complaint resolution

INFORMATION SKILLS:-

- Fast Typing
 - Adobe Photoshop
 - MS Office
 - Web Browsing
 - Google Picasa
 - E-Mail Literacy
- 



WHY HIRE ME:-

Honestly, I possess all the skills and experience that you're looking for. I'm pretty confident that I am the best candidate for this job role. It's not just my background in the past projects, but also my people skills, which will be applicable in this position.

On the other hand, I am a self-motivated person and I try to exceed my superior's expectations with high-quality work. Being a fast learner, I quickly pick up business knowledge related to my project. Lastly, I would like to add that I work well both as an individual contributor and also as a team member.

I thoroughly enjoy the challenge of getting customers to talk about their issues so I can find solutions that not only help them but benefit company revenue goals as well. I have excellent communication skills that allow me to quickly build a connection with customers, which helps me succeed in making sales.

Over the years, I have acquired relevant skills and experience, which I shall bring to your organization.

I have also worked tirelessly on my communication abilities and teamwork skills, which I will put to use in my future career, which would be in your organization if I am selected for the position.

I have given my 100% effort in my past companies, and this has enabled me to recognize my capabilities and limitations.

LANGUAGE:-

- **English**

Fluent speaking, good reading skills, good writing skills
(Expert Level)

- **Urdu**

Fluent speaking, good reading skills, good writing skills
(Mother Tongue)

