

HINA SHEHZAD

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A learner seeking an interactive and challenging environment to apply the acquired knowledge with a keen desire to learn more. My goal is to become associated with an organization where I can develop my skills and gain further experience while enhancing the company's productivity and reputation.

Willing to relocate or travel for official assignments.

EXPERIENCE

(JUNE 2021 – JAN 2022)

CUSTOMER SERVICES SPECIALIST, IBEX GLOBAL SOLUTIONS PVT LTD

- Promptly responding to customer queries in a timely and accurate way via live chat
- Process complaints and issues related to products or services
- Help customers complete purchases, upgrades, and returns, and frequently provide advice and technical assistance as well
- Identifying customer needs and helping customers use specific features
- Analyzing and reporting product malfunctions
- Familiarizing yourself with new products and services as they are introduced
- Liaising with colleagues or managers to find the best solutions to customers' issues

TEAM COACH (OPERATIONS – WALMART)

(FEB 2022– JULY 2022)

- Identifying common problems and escalating them to management, along with possible suggestions for improvement, wherever possible
- Supervising day-to-day operations in the customer service department
- Respecting client confidentiality at all times
- Taking ownership of customers' issues and following problems through to resolution
- Setting a clear mission and deploying strategies focused towards that mission
- Establishing operations objectives and work plans, conducting regular meetings to improve productivity, product knowledge, and customer satisfaction
- Developing customer satisfaction goals and coordinating with the team to meet them on a steady basis
- Improving customer service quality results by conducting surveys and studying, evaluating, and re-designing processes and establishing and communicating service metrics and monitoring and analyzing results

- Auditing customer service procedures, trends and determining system improvements
- Enforcing company policies and procedures
- Assessing service statistics and preparing detailed reports on the findings
- Determining customer service requirements by maintaining contact with customers and visiting operational environments
- Updating job knowledge by participating in educational opportunities, maintaining personal networks, and participating in professional meetings

(MARCH 2021 – MAY 2021)

CUSTOMER SERVICE REPRESENTATIVE, JEMS TECH SOFTWARE SOLUTION COMPANY

- Answered incoming calls from customers with inquiries on the campaigns going on
- Analyzed customer issues and assisted in resolving within the required timeframe
- Coordinated with customers and ensured appropriate questioning to identify issues
- Managed all customer inquiries and summarized to present to management
- Maintained accuracy of all data and verified the same for all customer services

(JUNE 2019 – NOV 2021)

VAT AUDITOR (UAE DEPT), SKYLINES TAX CONSULTANCY

- Ensured clients comply with required regulations and meet their federal tax obligations
- Analyzed and minimized tax liabilities by implementing tax reduction strategies
- Reviewed clients' financial records, income statements, and expenditures
- Prepared and filed tax returns on monthly and quarterly basis for limited liability companies, partnerships and individuals
- Consulted with clients, reviewed their tax information, and respond to their questions and concerns
- Monitored and maintained accurate and up-to-date client records

(JULY 2018 – DEC 2018)

ACCA TRAINEE, KARACHI INTERNATIONAL CONTAINER TERMINAL LTD

- Worked in different functions of finance department on rotation basis that is procurement, reporting and treasury

(FEB 2017 – APRIL 2018)

OPTIX PAKISTAN PVT LTD, BILLING EXCEUTIVE

- Responsible for creating and issuing invoices to customers and processing credit memos.

- Performed month-end accounting activities such as reconciliations and journal entries
- Followed up on outstanding payments and answering customer queries
- Input payment history, upcoming payment information or other financial data into an individual account
- Resolved any issues and problems faced by customers and dealt with complaints to maintain trust
- Performed account reconciliations and maintained accounts receivable files and records
- Performed day to day administrative and financial transactions, such as data entry, preparing invoices, sending bill reminders, recording accounts receivables' data and contacting clients to discuss their accounts

EDUCATION

MARCH 2021

BSC HONORS (ACCOUNTING & FINANCE), OXFORD BROOKS UNIVERSITY

JAN 2018

ACCA FINALIST, PAKISTAN

AUG 2013

PRE-ENGINEERING, DCW PHASE 8

SKILLS

- Good knowledge of International Financial Reporting Standards
- Customer Relationship Management
- Team Work, Problem Solving & Analytical skills
- Knowledge of basic Accounting & Auditing
- Familiar with CRM systems and practices
- Business Process Improvement
- Customer Retention/Satisfaction

IT PROFICIENCY

- Microsoft Excel
- Microsoft Office
- Knowledge of CRM and Oracle software

Reference can be provided on request