

MUHAMMAD ZEESHAN

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Accomplishment of my self-set goals and learn in order to grow along with the organization and to fulfill my motto of life: 'performing the tasks & getting the same done with the 2 Es': Efficiency and Effectiveness.

EXPERIENCE

MAY 2021 – TILL PRESENT

OPERATION MANAGER(RESEARCH DEPT), VIRTUAL BAY

- Make important policy, planning, and strategy decisions.
- Develop, implement, and review operational policies and procedures.
- Help promote a company culture that encourages top performance and high morale.
- Identify and address problems and opportunities for the company.
- Oversee budgeting, reporting, planning, and auditing.
- Work with senior stakeholders.
- Support worker communication with the management team.

FEB 2021 – APRIL 2021

CUSTOMER SUPPORT REPRESENTATIVE, VIRTUAL BAY

- Identify and assess customers' needs to achieve satisfaction
- Provide accurate, valid and complete information by using the right methods/tools
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Follows up with customers to make sure that they are satisfied with a particular product
- Support and communicate with the management team for new leads and policies.

DEC 2020 – JAN 2021

FREELANCE WRITER

- Able to handle the assignment related to Finance and Management

OCT 2016 – NOV 2020

CUSTOMER SALES AND SUPPORT MANAGER, TECHNOLOGY BUSINESS (TECBZ)

- Managing an international project related to **Content writing(UK Based)**
- Respond to Customer issues in timely manner
- Create effective customer service procedure, policy and standards
- Maintain all customer records, documents, activities and discussions
- Hire and train new service agents
- Manage the approved budget according to product
- Handling all day to day operations in service department
- Access service stats and prepare detailed report on the basis of findings
- Ensure customer satisfaction goal and coordinate with team to fix them on urgent basis
- Managing Payroll and invoicing issues related to client and staff

Resolve the matters related to refund with complete settlement report
Create monthly performance report on the basis of goals and achievement

APRIL 2016 – SEP 2016

SALES AND SUPPORT AGENT, TECBZ

All assigned task by manager and staff
Generates and processes new sales leads as necessary
Answers phone calls from customers and deals with problems as they arise
Takes sales information and puts it into an easily readable format
Follows up with customers to make sure that they are satisfied with a particular product
Exerts attention to detail, as customers may have the same problems; reports the problems as necessary
Updates all contact information for clients
Deals with any customer complaints and resolves the issue as necessary
Does any necessary administrative work including filing reports or presenting sales team with necessary documents

JUL 2014 – JUN 2015

CLEARING OFFICER, BANK AL HABIB LTD

Outward Clearing Cheques and settlement
Online fund and bill transfers
Remittance and pay orders
Any other work assigned from time to time.

JUL 2012 – SEP 2013

CASH OFFICER, SONERI BANK

Cashing cheques
Checking statements
Processing payments
Making money transfers
Updating account details

JUL 2012 – SEP 2013

INTERNEE, J.S BANK

All assigned task by manager and staff
Personal Development

EDUCATION

JULY 2013

MASTERS IN BUSINESS ADMINISTRATION, MUHAMMAD ALI JINNAH UNIVERSITY

Major in Banking and Finance

DECEMBER 2011

BACHELOURS IN BUSINESS ADMINISTRATION, MUHAMMAD ALI JINNAH UNIVERSITY

Bachelor in Finance

JULY 2010

BACHELOUR OF SCIENCE, KARACHI UNIVERSITY

Faculty of Science

SKILLS

- IT skills
- Able to work calmly under pressure
- Numerical skills
- Ability to plan
- Patient

ACTIVITIES

Photography (both still & live), Business and economic issues, Reading books