

Mirza Ahmed

Customer Services

I am always energetic and eager to learn new skills and i use a creative approach to solve problem.



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P&T Colony, Clifton, , Karachi, Sindh, Pakistan

WORK EXPERIENCE

Business Development

Executive

ICM Japan

09/2020 – 10/2021

ICM Japan is a World-Wide Used Vehicle Exporter. ICM Japan was originally established at the Port of Kobe in Japan, and have supplied quality vehicles around the world via Kobe and Osaka port.

Job Responsibility

- Clients dealing with exposure (B2B).
- Sales and after-sales responsibility. Handling banking transactions and allocation of funds.
- Search new customers and bring business to the company.
- Bidding on cars for purchasing through Japanese car auction

Sales Associate & Cashier

Khaadi SMC PVT LTD

10/2018 – 08/2020

Khaadi is a leading fashion retailer offering compelling home and clothing, shoes and accessories, fragrances, skin and hair care solutions for women and children.

Job Responsibility

- Greeting customers, responding to questions.
- Operating cash registers, managing financial transactions, and balancing drawers.
- Participate to increase store sales.
- Cross-selling products to increase purchase amounts.

Sales Associate

Miniso

2017 – 2018

Miniso is a Japan-based designer brand.

Job Responsibility

- Greeting customers, responding to questions.
- Superior product knowledge.
- Cross-selling products to increase purchase amounts.
- Introducing promotions and opportunities to customers

Control Room Officer

TPL Tracker PVT LTD

2016 – 2017

TPL Tracker is in the business of providing superior quality GPS, GSM & Satellite Mobile Asset Tracking Management and Information Solutions.

Job Responsibility

- Monitoring of vehicles movements.
- Responsibility to move security when vehicles get stolen.
- Handling incoming calls and customer service inquiries
- Maintaining a positive, empathetic and professional attitude toward customers at all times.

Customer Services

Representative

Pakistan Telecommunication Company PVT

2015 – 2016

Pakistan Telecommunication Company Limited (PTCL) is the largest Integrated Information Communication Technology (ICT) Company of Pakistan. With a humble start from a telephone and telegraph Department in 1947.

Job Responsibility

- Responding promptly to customer inquiries.
- Acknowledging and resolving customer complaints.
- Handling incoming calls and customer service inquiries.
- Ensure customer satisfaction and provide professional customer support.

SKILLS

Organizational skills

Good communication skills

Time management skills

Team leadership skills

Adaptability skills

Empathy skills

Adaptability skills

Taking Responsibility skills

EDUCATION

Bachelor's in Arts

SM Arts & Commerce College

Karachi, Sindh

Intermediate

Z.M Nabi Bagh College Karachi

Karachi, Sindh

Matriculation

Genius Academy

Karachi, Sindh

LANGUAGES

Urdu



English



INTERESTS

Cricket

Gaming

Photography

Movies

