

JUNAID ALI

CUSTOMER SUPPORT EXECUTIVE

A-23, Row-N, Block-1, Gulshan-e-Kaniz Fatima Society, Sector 16-A, Scheme 33, Karachi, Pakistan.

Mobile: 0332-2487563

E-Mail: Jordali100@gmail.com

ABOUT ME:

I live in Karachi, Pakistan. I have completed my B. Com from Karachi University. Currently started BS (2 years program) from Karachi University to complete my 16 years of education. I am very much hardworking and punctual and just need an opportunity to prove myself. Currently working as Customer Support Executive at Gudia (Pvt) Ltd.

EXPERIENCE:

1. CUSTOMER SUPPORT EXECUTIVE – CUSTOMER SUPPORT DEPARTMENT

Gudia (Pvt) Ltd
Jan 2020 to date.

Responsibilities:

- Answer customer inquiries via phone, email, and in-person.
- Direct customers to online resources.
- Create and maintain reports about customer interactions.
- Attend weekly staff meetings.
- Develop a rapport with customers.
- Handling all the queries related to shipments of the Customer's Order.
- Make recommendations to management to improve customer experience.
- Keeping strong follow-ups for the customers pending payments.

2. SALES & DISTRIBUTION COORDINATOR – TRADE MARKETING DEPARTMENT

English Biscuit Manufacturers (Pvt.) Ltd
July 2017 to Sept 2019

Responsibilities (FOURGENSYS):

- Perform Daily Sales Alert data validation & share status with HO.
- Follow-up & coordinate with EBM/Fourgen Team for Installation of Fourgen System in New Sites/existing towns.
- Distributor data post/un-post report circulation to respective regions and follow-ups with sales team for pending data posting.
- Maintenance of EBM Sales Team List and share with HO on monthly basis.
- Coordinate with EBM/Fourgen team for day to day report errors & queries relevant to Fourgen System.
- Preparation of Region Wise Various SPV Reports to be sent to HO.
- Preparation of Monthly Region Wise Range & Gondola Display Reports to be sent to HO.
- Preparation of Monthly Region Wise Various Trade Offer Reports to be sent to HO.
- Prepare data for reporting, presentations to be sent to HO.
- Analyse data for quality improvement purposes and share the results with HO.
- Data Backup Status weekly.
- **New Responsibilities Assigned (S&D PRO by Centegy Technologies): -**
 - Follow-up & Coordinate with EBM/Centegy Team for Complete L1 Support Installation of S&D PRO System in New Sites/existing towns.
 - Prepare data for reporting, presentations to be sent to HO.
 - Coordinate with EBM/Centegy team for day to day report errors & queries relevant to S&D PRO.
 - Travelling to Various Towns to resolve the errors in S&D PRO System

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3. DISTRIBUTION COORDINATOR (SALES & DISTRIBUTION DEPARTMENT)

Roomi Enterprises (Pvt.) Ltd

January 2017 to June 2017

Responsibilities:

1. Direct calling to distributors for taking orders
2. Work with transportation team to coordinate pick-up and delivery activities.
3. Receive, handle and store supplies in warehouse effectively.
4. Contact with cross-functional teams to resolve invoicing and shipping issues.
5. Coordinate, plan and execute distribution operations as per company procedures.
6. Monitor shipping status regularly using software applications.

4. MARKETING COORDINATOR – MARKETING DEPARTMENT

Roomi Enterprises (Pvt.) Ltd

April 2015 to January 2017

Responsibilities:

1. Direct reporting to Manager Sales & Marketing and Manager Production.
2. Prepare all incoming & outgoing written correspondence as and when directed.
3. Keep all record of marketing department, update electronically & in hard copies.
4. Liaison with Field force regarding their issues.
5. Keeping all periodically reporting of Field staff.
6. Timely intimation to Manager Sales & Marketing regarding any urgency, deviation, assistance of field staff accordingly.
7. Controlling of attendance sheet.
8. Audit of expenses and approval from Manager Sales & Marketing and handover to Accounts department.
9. Coordinate with Manager Sales & Marketing about monthly work plan of Field force.
10. Handle monthly consumption of stationary items as directed by Manager Sales & Marketing.
11. Coordinated with Store department for dispatches of Promotional items.

EDUCATION:

- **BS (OLD MBA) – 2 Years Program**
Karachi University — (Last semester) In Progress
- **B. Com**
Karachi University — 2015
- **INTERMEDIATE**
Govt. Degree Boys College — 2010

SKILLS:

- Good Communication Skills
- Hard Working
- MS-Office
- Internet

LANGUAGES:

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- Urdu
- English

REFERENCES:

- Will be available upon request