



# Shamraiz Iqbal Burki

## Customer Support Executive

Energetic customer support executive with 10+ years experience in customer service resolving complex customer inquiries and taking challenge to go an extra mile for the customer. Always apply my capabilities to the maximum of my potential in a growing organization that not only benefit my own personal professional career but the organization too and to work with full of learning and opportunities with a competitive environment that exposes dynamism in my personality and grooms my potential.

### Personal Information



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Karachi, Pakistan



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### Education



**Bachelor's Degree**  
Arts-Sociology & Education  
University of Karachi

### Languages



English ☒ ☒ ☒ ☒ ☒ ☐

Urdu ☒ ☒ ☒ ☒ ☒ ☐

Pashto ☒ ☒ ☒ ☒ ☐ ☐

### Professional Work Experience

#### Customer Support Executive

Out Werk Solutions

November 2020 – Present

Karachi, Pakistan

- Respond to customers professionally to provide information about products and services, take/cancel orders/accounts, or obtain details of complaints
- Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions, are taken.
- Follow up to ensure that appropriate actions were taken on customers' requests. Ideally, aim for First Contact Resolution (FCR).
- Refer unresolved customer grievances or special requests to designated departments for further investigation
- Understanding the products and services provided by the company.
- Supporting the customer through an email ticketing system and phone calls.
- Working on different nature of tickets and assigned them to the appropriate department
- Resolving customer complaints and queries.
- Taking incoming calls for sales and generating order so customer comes on companies billing panel.
- Providing detailed information to customers about their orders and what is the process status of their case
- Maintaining records of each phone call for future reference and updating them on Google docs
- Helping customer with their billing queries
- Adjustments in accounts depending upon the nature of the case.
- Providing new employees with training sessions for enhancing their skills.
- Maintaining a healthy relationship with the clients.
- Adhering to the company's rules and regulations.

#### Sales & Support Executive

Salsoft Technologies – (Design Unit)

July 2019 – December 2019

Karachi, Pakistan

- Educating clients with design digital service and their benefits.
- Builds business by identifying and selling prospects; maintain relationships with clients.
- Identify business opportunities by identifying prospects and evaluating their position in the industry, researching and analyzing sales options.
- Sell products by establishing contacts and developing relationship with prospects; recommending solutions.
- Maintain relationships with clients by providing support, information and guidance; researching and recommending new opportunities and profit services improvements
- Prepare reports by collecting, analyzing and summarizing information.
- Contributes to team effort by accomplishing related results as needed

#### Sale Executive

Ahmed Enterprises

September 2017 – July 2019

Karachi, Pakistan

- Conduct market research to identify selling possibilities and evaluate customer needs
- Actively seek out new sales opportunities through cold calling, networking and social media
- Set up meetings with potential clients and listen to their wishes and concerns

## Skills



Persuasive Speaking

Empathy

Adaptability

Dependability

Strong Communication

Self-Control

Patience

Taking Responsibility

Effective Listening

Attentiveness

Time Management

Problem Solving

Decision-making

Willingness to Improve

Counseling

Coaching

## Technical Skills



Microsoft Word

Microsoft Excel

Microsoft Power Point

Microsoft Outlook

Email Drafting

- Prepare and deliver appropriate presentations on products and services
- Participate on behalf of the company in exhibitions or conferences if required.
- Negotiate/close deals and handle complaints or objections
- Collaborate with team members to achieve better results
- Gather feedback from customers or prospects and share with internal teams.

### Officer-Amex

Bank Alfalah

*July 2016 – September 2017*

*Karachi, Pakistan*

- To review new login cases considering Amex Card policy, processes and procedures.
- To ensure pre-login calling to all customers and maintain record/MIS.
- To coordinate and forward cases to central Hub within set TAT.
- To ensure quality processing with zero defects and maintain RTS ratio below 5%.
- Coordinate with Operations for timely account opening, pre-disbursement audit as per defined procedures
- To properly track in process and approved but not disbursed cases in coordination with central hub.
- To ensure timely resolution of Pre/Post disbursement discrepancies marked by OPS in coordination with respective Branch/RSM/SM/RM.
- To support RRU/respective RSM/SM in timely resolution and processing of contested cases.
- To follow-up with sales for the completion of Post Disbursement Documents to ensure timely release of Dealer Payments.
- To prepare MIS of all Logins, Approvals, Declined RTS cases and update the status to Hubs/Branches on daily/monthly basis.
- Communication and work relationships with internal departments (Sale, CIU Support, EAMU, CIU, Product)

### Customer Service Officer

K-Electric – New Connection

*March 2010 – July 2016*

*Karachi, Pakistan*

- Deals with the Customers in a welcoming manner.
- Familiarizes self with all policies and procedures related to New Connection, how to access and interpret information in the New Connection database, and how to find information to respond to any customer question about the status of his account
- Application receiving and documents verification.
- Application entered in correct manner in the CNCS.
- Receipt issued.
- Coordinate work assignments other Customer Assistance Agents in the office; provides guidance and assistance to other agents as may be necessary or appropriate
- Receives reports of Job execution; obtains and records necessary information on paper form or computer screen as appropriate, and relays information to Assistant Manager
- To arrange team building exercises with immediate AM and ensure its utmost productivity
- To work in liaison with Regional coordinators of K-Electric.
- To visit and arrange camps in low privileged areas for regularizing hook infested areas, and to motivate consumers to join K-Electric billing panel.
- Performs such other duties as may be directed

### Customer Service Representative

K.E.S.C 118 Call Center

*August 2007 – March 2010*

*Karachi, Pakistan*

- Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken
- Check to ensure that appropriate changes were made to resolve customers' problems
- Obtain and examine all relevant information to assess validity of complaints and to determine possible causes, such as extreme weather conditions that could major faults
- Feedback details must take by CSR Officer through Dispatcher
- Responsible for acting against the individual faults faced by consumer

## Achievements



### Topper of Training (Level 1.2)

Out Werk Solutions  
April 2021

### 3 Month Sale Performer

Salsoft Technologies  
August 2019 – October 2019

### Most calls received in Shift

K-Electric  
September 2009

## Certifications



MS Office Automation

Personal Loan Sale

Sale Digital Services

Emotional Intelligence

Service Excellence

- Responsible for attending meetings on HT and LT faults and giving suggestion to Managers and Supervisor

### Admin Executive

Zeenat Printing & Dyeing Mills (Pvt) Ltd

February 2006 – July 2007

Gujranwala, Pakistan

- Open, sort and distributes incoming correspondence, including faxes and email
- File and retrieve corporate documents, records and reports
- Prepare responses to correspondence containing routine inquiries
- Conduct research, compile data and prepare paper for consideration and presentation by executive, committees and board of directors.
- Compile, transcribe and distribute minutes of meetings
- Supervise and train other clerical staff
- Setup oversees administrative policies and procedures for offices and / or organization

### Internship

#### Internee

Wyeth Pakistan Limited

December-2005 – January 2006

Karachi, Pakistan

- Working on job description (HR ADMIN ASSISTANT, HR OFFICER, HR MANAGER, DISPATCHER)
- Responsible for keeping complete record of assessment assigned by HR Manager
- Visiting manufacturing employees to take complete record of medicines (MYREN, MYREN P- FORT)
- Responsible for attending meetings on different assignments as it was a part of internship program (for all internees)