

Hamza Saleem



Contact:

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Languages:

- Urdu – Proficient
- English – Proficient
- Arabic – Nominal

Skills:

- Documentation and Reporting
- File and Record Management
- Training and Mentoring
- Business Development
- Customer Relations

Summary:

Together with my qualification and skills, I want to work effectively and efficiently towards the attainment of an organizational goal, objectives and work in challenging environment where I can apply all my abilities. Team Lead focused on business and operational improvements. Dedicated and decisive leader with strategic and forward-thinking mindset.

Professional Experience:

Customer Experience Department - Salsoft Technologies

Assistant Manager - 04/2022 to Present

- Keeping track of client's journey by tracking their projects.
- Project management of client's project(s).
- Coordinate with clients via calls, emails and texts.
- Coordinating with all internal stakeholders such as product designer or development, sales, marketing, account management and so on.
- Retain the escalated clients such as those who asks for refund or threats for filing a chargeback.
- Looks after the escalations forwarded by sales team and so on.

Billing Department - Salsoft Technologies

Assistant Manager - 09/2021 to 03/2022

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Team Lead Support - 05/2021 to 08/2021

Customer Support Representative - 08/2020 to 04/2021

- Looked after customer support, retaining the clients.
- Create chargeback cases and look after merchants and merchant's ratio and process refunds.
- Increasing the revenue by controlling the refunds, highlighting the chargebacks.
- Resolved conflicts and negotiated mutually beneficial agreements between parties.
- Coordinated between the client and the sales to provide desired product to the client and thus increasing sales and revenue.

Customer Support Executive - 01/2019 to 05/2020 Eplanet Pakistan

- Answered incoming calls.
- Providing the best product knowledge in order to increase sales.
- Accepted payment by credit card and placing the order.
- Recommended potential products or services by
- Listened to customer's questions and concerns to provide answers or resolutions.

Administrator – 02/2018 to 05/2018

Arena Multimedia

- I was solely responsible to maintain the class schedules, looking after the admissions, maintaining teacher's classes.
- I was also responsible to maintain attendance of students and teachers.
- Forwarding the CVs of students to the relevant sectors according to their area of expertise.

Customer Care Representative- 09/2016 to 11/2016

Ibex Global

- Answering incoming calls.
- Resolving the customer's concerns.
- Forwarding any suggestion/request made by the customer(s).
- Forwarding complains in order to provide better customer service and grow business.

Education:

- Bachelor of Sciences - Computer Science - 2017-2021
Iqra University
- Intermediate - Science - Pre-Engineering - 2014-2016
Army Public College Faisal
- Matriculation - Science – 2012-2014
Army Public School Faisal

Tools & Softwares:

- WINDOWS XP,VISTA / Win 7
- MS Office
- Fresh Desk
- Merchant Remote
- Zoho, Yandex, Gmail, Office365