

Faizan Ali Sheikh

Customer Service And Sales Associate

Address 87 Apt 104 Karachi Malir, Pakistan 75230

Phone +923353592631

E-mail faizanalil8.fa@gmail.com

LinkedIn <https://www.linkedin.com/in/faizan-ali-sheikh-1a56>

Customer service professional with a track record of increasing service quality levels and sales. Experienced at building trust and relationships with customers in order to settle disputes and upsell products or services. Identifies and capitalizes on sales opportunities to generate lasting relationships with clients. Adept communicator of product and service utilities with adaptive messaging techniques.

Skills

Sales expertise
Complaint resolution
CRM
International sales support
Good communication skills
Customer Relations
Creative problem solving
Cold callings and inbound calls.

Work History

2019-08 - 2020-03

Customer Support Executive

Ibex Global, Karachi

- Built strong relationships with field operations team to support business development opportunities and improve service.
- Employed comprehensive benchmarks to establish and monitor customer service standards.
- Managed customer service effectiveness by monitoring performance and assessing metrics.

2020-03 - 2021-07

Customer Support Executive

Sybrid Pvt Ltd, Karachi

- Answered constant flow of customer calls with minimal wait times.

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Responded to customer requests for products, services, and company information.
- Processed customer service orders promptly to increase customer satisfaction.
- Handled customer inquiries and suggestions courteously and professionally.
- Clarified customer issues and determined root cause of problems to resolve product or service complaints.

2021-08 - Current

Sales Manager

Digiedge, Karachi

- Handled customer relations issues, enabling quick resolution, and client satisfaction.
- Established and cultivated solid business relationships with new or existing customers.
- Conducted team meetings to reinforce goals and objectives and set clear expectations about policies and procedures.
- Coached and counseled sales personnel, assisting with individual selling efforts and helping sales representatives reach targets.

Education

2015-05 - 2017-05

Intermediate: Computer Science

Airport Security Force Intermediate College - Karachi