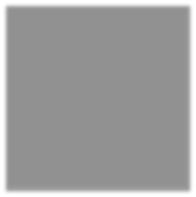
Babar Aijaz



S/o Aijaz Akhter

C:\Users\hp\Downloads\281769.pngbabaraijaz56@gmail.com

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:0310-2188823



# Bonanza Satrangi (Feb 2022 till now)

# Sr. Customer support executive Key responsibilities:-

* Training new customer service team members
* Using customer relationship management software (CRM) to document customer interactions
* Monitoring average call length and overall team volume
* Listening to individual calls to ensure quality
* Leading performance reviews for team members
* Creating intervention and improvement plans for team members
* Creating reports for the director of customer services
* Suggesting new procedures to improve customer service
* Resolving escalated customer issues
* Motivating customer service team to meet goals
* Create an inspiring team environment with an open communication culture
* Set clear team goals
* Delegate tasks and set deadlines
* Oversee day-to-day operation
* Monitor team performance and report on metrics
* Motivate team members
* Discover training needs and provide coaching
* Listen to team members’ feedback and resolve any issues or conflicts
* Recognize high performance and reward accomplishments
* Encourage creativity and risk-taking
* Suggest and organize team building activities.

# Highfy.pk (Jan 2021-Feb 2022)

# Customer service team manager Key responsibilities:-

* Training new customer service team members
* Using customer relationship management software (CRM) to document customer interactions
* Monitoring average call length and overall team volume
* Listening to individual calls to ensure quality
* Leading performance reviews for team members
* Creating intervention and improvement plans for team members
* Creating reports for the director of customer services
* Suggesting new procedures to improve customer service
* Resolving escalated customer issues
* Motivating customer service team to meet goals
* Create an inspiring team environment with an open communication culture
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* Listen to team members’ feedback and resolve any issues or conflicts
* Recognize high performance and reward accomplishments
* Encourage creativity and risk-taking
* Suggest and organize team building activities.

# Rtw creations:- (March 2019- Dec 2020)

**Customer service team manager**

## Key Responsibilities:-

* Builds and maintain business relationship with clients by providing prompt and accurate service so as to promote customer loyalty.
* May mentor or give direction to junior team members and provide training on best practices.
* May assist management in ensuring performance goals are met.
* Assists the Customer Service Representative (CSR) with difficult cases.
* Ensures delivery of excellent customer service through fast and accurate processing of orders, communication, and coordinating with other departments to resolve inquires.
* Providing quality customer service and mentoring new employees involves many tasks. We researched many senior customer service representative job descriptions to come up with the following list of common duties and responsibilities:
* Answer customer complaints and questions, experts in the products offered by their employer.
* Answering customers basic questions, senior customer service representatives are responsible for handling complaints that are too complex to be handled by junior staff.
* To work with their employer’s salespeople to complete sales that they make while in the field. A lot of direct sales companies are structured this way. In this setting, they may be required to upsell add-on products.
* Have years of experience and are being groomed for a management position, they are responsible for enforcing their employer’s training and development program. They may also be assigned a junior employee to mentor.
* To use customer relationship management software to document each customer interaction to help streamline the customer service process and notice trends to report back to the product development team.

# Axact:-

# Senior international sales executive (Nov 2017- March 2019)

## Key Responsibilities:-

* The international sales representative responsibilities include managing the company's sales on an international level, hence the name.
* Making the clients understand about the various products and services by explaining to them about the same in their language
* Train staff to perform allocated roles.
* Providing outstanding and special services to the international clients
* Attending international sales meetings, seminars and conferences arranged within the organization to boost the sales profits of the same
* Developing creative sales initiatives and applying them to improve the financial gains of the organization
* Heading and guiding the sales personnel within the sales section

**EDUCATION:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Degree / Certificate** | **Year** | **Major Fields** | **Institution / Board** | **Division** |
| **Graduation** | 2020 | Arts | Govt college of Sindh | 2nd |
| **Diploma** | 2015-2019 | SCIENCE | Aptech computer education | 2nd |
| **Intermediate** | 2014 | science | Islamia college of science and commerce | 3rd |
| **Matric** | 2012 | science | Green flag public school | 2nd |

|  |  |
| --- | --- |
| **COMPUTER SKILLS:**     * Typing Speed: 50wpm * Ms. Office * Multitech software * CIS point of sale * SAP | **PERSONAL SKILLS:**   * Ability to travel & work in remote areas * Ability to use all hand tools * Basic electronic knowledge * Strong analytical & troubleshooting skills * Ability to use all computerized tool |

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**PERSONALS:**

Father’s name : Aijaz Akhter

N. I. C. No : 42301-8132748-5

Nationality : Pakistani

Date of Birth : 07 Oct 1996