




MUHAMMAD ZUNAIR AZHAR

CONTACT INFORMATION

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CAREER OBJECTIVE

Diligent and professional attitude to work would prove to be a valuable asset to any progressive organization with confidence & self motivated person having an enthusiastic approach to fresh challenges .

PERSONAL STRENGTHS

I like to express myself as a self-motivated, cheerful person having good communication & presentation skill who can work along and also in a team.

- Positive thinking and remain calm under any pressure.
- Manage time efficiently.
- Ability to work independently and in a team-oriented environment.
- Excellent communication and interpersonal skills.
- Flexibility and Adaptability.

WORK EXPERIENCE

Customer sales representative at Dilligence Network.

From June 2017 to May 2018

- **Duties and Responsibilities:** Answering or making calls to clients to learn about and address their needs, complaints, or other issues with products or services.
- Responding efficiently and accurately to callers, explaining possible solutions, and ensuring that clients feel supported and valued.
- Engaging in active listening with callers, confirming or clarifying information and diffusing angry clients, as needed.
- Building lasting relationships with clients and other call center team members based on trust and reliability.
- Utilizing software, databases, scripts, and tools appropriately.
- Understanding and striving to meet or exceed call center metrics while providing excellent consistent customer service.
- Making sales or recommendations for products or services that may better suit client needs.
- Taking part in training and other learning opportunities to expand knowledge of company and position
- Adhering to all company policies and procedures.

Key Performance Operator(KPO) at Hiramal Rewatmal From February 2020 to January 2022

- **Duties and Responsibilities:**
Daily inventory stock balance report
- Make indent for materials (RM & PM)
- Make MIR and its record keeping
- Check material received from store and its record keeping
- Technical store machine parts item entry and its record keeping
- Department transport / vehicle expenses entry
- Make and maintain other sheets in MS excel

Customer Support Executive at SISPN From April 2022 and on going

- Managing a team of representatives offering customer support.
- Overseeing the customer service process.
- Resolving customer complaints brought to your attention.
- Creating policies and procedures.
- Planning the training and standardization of service delivery.
- Selecting and hiring new staff.
- Monitoring the work of individual representatives and of the team.
- Conducting quality assurance surveys with customers and providing feedback to the staff.
- Possessing excellent product knowledge to enhance customer support.
- Maintaining a pleasant working environment for your team.

PERSONAL INFORMATION

Date of Birth: 9th January 1998

Gender: Male

Status: Single

NIC Number: 42101-3770697-5

Nationality: Pakistani

Father's Name: Muhammad Azhar Alam

Religion: Islam

LANGUAGES

English

Urdu

EDUCATIONAL QUALIFICATION

- Bachelor of commerce in progress (2nd Division)
Iqra University (BBA-Hons) – 2019 5th Semester
- Higher Secondary Certificate (2nd Division)
Kent Degree college(Engineering) – 2019 B Grade
- Secondary School Certificate
Cambridge O' levels (Engineering) – 2017 B Grade

COMPUTER LITERACY

- MS Office (with good skill in Microsoft Excel and Microsoft Power Point)
- Good typing speed.

REFERENCE

Furnished on request.