

MASUB GHORI

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PROFESSIONAL SUMMARY

Hardworking customer service team member with caring approach to handling diverse needs. Work quickly to address simple problems and use excellent follow-through to manage complex concerns. Specialize in customer care.

Stays on top of demands in fast-paced environments by effectively using slow periods. Maintains organized, clean and safe work areas with diligent attention to important details.

SKILLS

Call logging	Appointment scheduling	Point of sale system
Claims monitoring	Email correspondence	

EXPERIENCE

Senior Customer Care Representative

Zue Pvt Ltd, karachi , sindh , Pakistan, Jan 2021 - Current

- Sought out every opportunity to improve customer experiences to delight customers and build trust.
- Kept detailed records covering customer requests and problems and implemented resolutions and relevant feedback to improve service delivery.
- Verified and logged high volume of daily data, tracking account payments and updating personal information.

Customer Care Representative

Hello international marketing solution , karachi , sindh,
Pakistan, Aug 2019 - Mar 2020

- Verified and logged high volume of daily data, tracking account payments and updating personal information.
- Sought out every opportunity to improve customer experiences to delight customers and build trust.
- Kept detailed records covering customer requests and problems and implemented resolutions and relevant feedback to improve service delivery.
- Improved customers' experiences with targeted product and service recommendations.
- Resolved complex issues requiring extended investigations and support and diligently followed up on solutions.

Customer Service Sales Representative

Horizon Technologies , karachi , sindh , Pakistan,
Apr 2020 - Aug 2020

- Accessed customer account information to explain service fees, pricing structures, and billing cycles.
- Fielded incoming calls and communicated with callers in professional and courteous manner.
- Answered customer inquiries to clarify account information, explain service offerings, or schedule technician service.
- Communicated with marketing teams to gain insight into current campaigns and promotions.
- Managed appointment scheduling for inside and outside sales

EDUCATION

High school

Govt. Islamia science collage , karachi , sindh