

NAVEEN CHAUHAN

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Objectives:

To work with an organization this can develop my expertise & personal skills to excel professionally

Skills & Abilities:

- Keen on paying attention to details.
- Handled large call volume while maintaining accuracy, efficiency, and a positive friendly attitude.
- Floor handling and good interpersonal skills with other department.

Working as a Branch Manager (APRICART E-STORES) from 23rd MARCH-22 till now.

Key Responsibilities and Duties

1. Complete store operational requirements by scheduling and assigning employees; following up on work results.
2. Identify current and future customer requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements.
3. Protect employees and customers by providing a safe and clean store environment.
4. Maintain the stability and reputation of the store by complying with legal requirements.
5. Maintain inventory by implementing purchasing plans and staying in contact with vendors and shippers.

Working as an EDP In charge (AL-MAYA GROUP-UAE) from 29th Sep-2017 till 12th Oct-19



Key Responsibilities and Duties

1. Maintaining the stock & stock variance reports of Supermarket.
2. Inventory Adjustments.

3. Making LPO & purchasing as per stock value.
4. Generate TAX CREDIT NOTES & TAX INVOICE & GRV on ORACLE.
5. Staff monthly salary & attendance reported to Head office.

Working as a Customer Analysis (Salsoft Technologies Pvt Ltd from 1st May-17 till 15th Aug-17



Key Responsibilities and Duties

1. Analysis on client projects.
2. Maintaining client's reports & complaints.
3. Emails Coordination with International customer & internal departments.
4. Handle customer concerns & queries on call.

Worked as a Team Leader-BUCS Operations Department till April 2017.

Key Responsibilities and Duties/Results Expected/KPI

Summary of Key Functions:

1. Critical to Client
2. Critical to Operations
3. People & Team Management
4. Coaching & Counseling
5. Others

Critical to Client

- McDonald's promotions and marketing materials activities are properly communicated and executed through agents
- Coordination with McDonald's Outlets
- Ensure to minimize agent's complaint count by timely coaching, counseling and training
- Control the service level and drop calls under benchmark
- Any other task assigned by line manager

Critical to Operations

- Monitors and improves moral through application of effective leadership and coaching skills
- Recognizes the results of all subordinates and the recognition of team performance
- Keen monitoring of team member's performance
- Provision of technical, objective and goal-oriented support to the team members
- Control team shrinkage and other productivity leakages

- Control attrition rate under the benchmark

MDS - Complaint Management Team (CMT) Sep 2013 till Sep 2015

Core Responsibilities:

- To handle calls made by the customers for seeking product information, order inquiry & Logging complaints.
- Using problem –solving skills to handle difficult or irate clients and resolve conflicts.
- Timely conducted follow up customer complaints with accuracy through outbound calls.
- Bringing awareness among customers by educating them about promotions & services.
- Conveying customer's feedback and suggestion to supervisor in order to offer services exceeding customer expectations.
- Taking immediate measures to resolve customer's problem keeping company policies in View.
- Prepare the relevant executive and operational reports on a timely basis and daily
- Reporting to supervisors and team leaders
- Maintain drop ratio under bench mark
- Maintain all operation reports and CMT Team attendance to daily basis on portal.
- Make CMT Team roster.

MDS - Customer Services Executive (CSE) May 2012 - Sep 2013



Core Responsibilities:

- Facilitating inbound / outbound customers calls.
- Complaint Handling.
- Educate customers on new promotions.
- Conduct timely & efficiently short customer satisfactory surveys.

Achievements & Recognition in Sybrid Pvt Ltd A Lakson of Group Companies



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- Recognized for Full timer on the basis of good performance.
 - Recognized for an increment on the basis of maintaining consistent and optimum performance.
 - Recognized for Team-Coordinator on 1st August 2014.
 - Recognized for Team-Leader for TCS Campaign.
 - Working as Team Leader BUCS Operations with different local & International campaigns.
 - Events (Annual)

- Working with Different Campaigns Local & International Assignment & Responsibilities.

My professional experience covered areas such as Customer Care, Public Relations, and Training of new recruits.

In Sybrid (PVT) Ltd –

- Assisting in software application training for CSE's.
- Use of convincing skills to resolve Operational issues and complains.
- Handling customer complaints using Complaint Management System.

Training and Development

- Product knowledge
- Customer Service and Soft Skill
- Coaching point PLAP

(Habib Bank Ltd) (8th Dec 2009 to 10th Nov 2010)



Worked as a Retail Sales Officer (RSO)

Key Responsibilities:

- *Achieved the set target of personal loan.
- *Visit client for business enhancement.
- *Manage customers' accounts & transitions check & balance.

Centric Source Ltd) 8 months' Temporary campaign

Worked as a Data Entry Agent at Centric Source Pvt Ltd.

Key Responsibilities:

Fulfill the client data on CRM.
Maintain Customers data on CRM.
Maintain MIS reports.

Academic Qualification

- *Appeared in B.A from Virtual University Pakistan.
- *Intermediate from (AISHA BAWANY GOVT' COLLEGE)

*Matric from (ST. MARK'S ENGLISH HIGH SCHOOL)

Computer Skills

- Certificate of Training Workshop on MS Excel 2016 by Forum Corporate International.
- MS Office applications (Word, Excel and PowerPoint)
- CRM Applications
- Software's (Music)
- Software's (video)
- Internet (Browsing)
- Social networking
- Online search

Personal Profile

- Father's Name : Vithal Chauhan.
- Date of Birth : 8th Dec 1988.
- Passport # : CM4195511
- CNIC : 42201-9571551-9
- Nationality : Pakistani.
- Marital Status : Married.
- Religion : Hindu.

Reference

Will be furnished upon request.