

TAFFASSAR RAMEZ



Objective: Seeking a challenging role in a dynamic and customer-centric organization, leveraging my extensive background in BPO and customer support to deliver exceptional service, resolve complex issues, and contribute to the company's success while enhancing my professional growth.

Career Summary

Personal Info

Father Name

Shahzad Ramez

D.O.B

25-Dec-1999

Passport No.

DC9218122

Nationality

Pakistan

Marital Status

Single

Vaccination Certificate No

LK9658088

Education

2016

St. Anthony's High School

Matriculation in Commerce

2018

St. Patrick's College

Intermediate in Commerce

Live Content Executive

Resigned in oct

2023 | **Snoonu** (Company based in Qatar)

- Managed real-time updates for vendor partners, ensuring accuracy and timeliness.
- Updated vendor profiles with the latest information, including business details.
- Maintained menu items, updating prices and availability.
- Coordinated with vendors to enhance image quality.
- Oversaw credential management for secure access.
- Proactively engaged with vendors, addressing inquiries and concerns professionally.
- Executed marketing campaigns and promotions.
- Monitored and reported vendor performance metrics.
- Resolved vendor-customer issues, ensuring a positive experience.
- Ensured vendor profiles adhered to branding guidelines.

Vendor Operations Executive

Dec 2022 - 2023 | **Snoonu** (Company based in Qatar)

- Managed vendor relationships for efficiency and compliance.
- Processed invoices, ensuring accuracy and timely payments.
- Resolved billing discrepancies collaboratively with finance.
- Maintained and updated vendor billing records.
- Addressed vendor complaints professionally and promptly.
- Facilitated effective communication with vendors.
- Ensured vendor compliance with company policies.
- Participated in vendor selection and assessments.
- Tracked and reported vendor performance metrics.
- Implemented performance improvement plans when needed.
- Stayed updated on industry trends and regulations.
- Produced regular reports on vendor performance metrics.

Courses

2016
TECH ZONE INSTITUTE
DIGITAL MARKETING

2021
ACCAP
IATA DGR

2019
PIFFA INSTITUTE
FIATA / IATA / PIFFA

2016 - 2017
LIMS INSTITUTE
Web development / English
Language / Microsoft Office

Skills

Customer service	<div><div></div></div>
Team work	<div><div></div></div>
Management	<div><div></div></div>
Interpersonal	<div><div></div></div>
Communication	<div><div></div></div>
Sales	<div><div></div></div>
Transferable	<div><div></div></div>
Adaptability	<div><div></div></div>

Language

English	<div><div></div></div>
Urdu	<div><div></div></div>

Business Development Officer

May - Nov 2022 | Afno Tech solution

Bark outbound

- Conducted market research for project opportunities and competitor analysis.
- Crafted persuasive bid proposals with project details and cost estimates.
- Managed client relationships and addressed concerns effectively.
- Collaborated with tech teams to align proposals with capabilities.
- Assessed and mitigated project bidding risks for success.

Customer Support Specialist

Jan - Apr 2022 | The Factory Stock

- Responsively addressed customer inquiries through email, chat, and phone regarding products, orders, and services.
- Efficiently managed order processes, including placement, tracking, cancellations, and returns with precision.
- Gained expertise in the e-commerce product catalog, offering detailed recommendations.
- Resolved customer issues, including complaints, shipping delays, and defects, with empathy and effective problem-solving.
- Provided technical support for website navigation, account setup, and troubleshooting.
- Ensured seamless customer experiences through returns and refunds in line with company policies.
- Identified upselling opportunities, boosting sales revenue.
- Collected and documented customer feedback, driving product and service enhancements.
- Monitored inventory, guaranteeing timely product availability updates.
- Collaborated with logistics to ensure punctual order deliveries.
- Consistently met or exceeded customer service metrics, including response times and satisfaction scores.
- Cross-functionally resolved customer issues to enhance overall experiences.

Import and Export Operations Executive

2018 - 2021 | ELC PRIVATE LIMITED

- Managed end-to-end logistics for air and sea freight shipments, ensuring smooth operations from origin to destination.
- Negotiated rates and secured cargo space by collaborating with airlines, ocean carriers, and freight forwarders.
- Prepared and processed shipping documents, ensuring compliance with international regulations.
- Facilitated timely customs clearance for import and export shipments, handling documentation and duties.
- Arranged cargo bookings, monitored schedules, and tracked shipments for on-time deliveries.
- Oversaw cargo handling and stowage, working closely with warehouse and distribution teams.
- Maintained accurate shipment records, offering real-time visibility to clients and stakeholders.

Interest / Hobbies



Contact

Phone

+971 50 788 0585
+92 309 29394925

Email

taffassar@gmail.com

Linkedin:

@Taffassar Ramez

Address

Al baraha bus station, beside
of belhoul hospital, main
road, Deira Dubai

- Assisted clients in selecting cost-effective shipping methods, considering transit time and budget constraints.
- Conducted cost analyses to optimize transportation expenses and reduce operational costs.
- Resolved shipping-related issues, implementing risk management strategies.
- Provided regular updates and reports on shipment statuses and performance metrics.
- Communicated effectively with customers and suppliers, addressing inquiries and concerns.
- Utilized transportation management software to streamline logistics operations.
- Stayed informed about industry trends and regulations related to air and sea freight forwarding.

Sales Executive and Customer Support

2016 - 2017 | If Logics

- Conducted International (USA and Canada) outbound calls to existing customers and prospective clients to maintain relationships, gather feedback, and explore upselling or cross-selling opportunities.
- Effectively presented and pitched the company's products or services, focusing on addressing customer needs and providing solutions.
- Assisted customers with inquiries, concerns, and issues, ensuring prompt and satisfactory resolution while nurturing positive relationships.
- Cultivated strong customer relationships through personalized interactions, demonstrating empathy and a commitment to their success.
- Accurately documented call outcomes, customer interactions, and feedback in the CRM system to track customer interactions and support sales efforts.