



0342 3434696



zlashari4@gmail.com

ZAHID



Korangi Creek,
Crossing, Karachi.

OBJECTIVE

To join an established company as a Customer Service Representative and utilize my knowledge of customer service principles, practices, procedures, and systems.

ABOUT ME

It is with great interest that I am forwarding my resume for your consideration.
Application for potential vacancy that matches my qualifications and experience.

ACADEMIC QUALIFICATION

Bachelor in Commerce - National College, Karachi.
2019
Intermediate (F.A) Board of Education, Karachi.
2017

COMPUTER SKILLS

Confident using a CRM and other typical office software's

Inpage/ Urdu	MS Word
MS Excel	MS PowerPoint
Word Press	Web Development
Content Writer	Internet searching

BEGINNER

FAMILIAR WITH SOCIAL MEDIA

Google	YouTube	Facebook
Instagram	LinkedIn	Twitter
WhatsApp	and another's platforms.	

SEO, optimizing web pages and their contents.

PERSONAL INFORMATION

Father's Name	Abdul Aziz
Date of Birth	April 6 th 1992
CNIC	42501-2727705-3
Domicile/P.R.C	Karachi, Sindh
Nationality	Pakistani
Religion	Islam

EMPLOYMENT HISTORY

Customer Support Executive

Daraz Ecommerce – HRSG Outsourcing Pvt. Ltd – Karachi.

Make effective outbound calls and handle the end-to-end order management process, including campaigns and pricing negotiations, feedback surveys, training, verifications with dispatch queries, process complaints received on CMS and Coordinate with concerned departments.

Respond to customers inquiries, resolve issues, and provide customer service through various channels through emails, chat and calls.

May 2023 to Feb 2024
(Laid off by employer)

Customer Services Executive (KAM)

Ibex Global BPO – Karachi.

Make outbound calls to Food Panda vendors and customers to promote product/training, campaigns and price negotiations. Create and maintain and update database of vendors or customers with complete information and feedback.

June 2020 to June 2023

Contact Center Agent

Madadgar 15 Police Emergency Response Centre Civilian Operator, Catcos BPO – Karachi.

Taking emergency and non-emergency phone calls and manage large amounts of incoming calls from callers/victims professionally and responding to caller's/victims' inquiries and their complaints.

Operating Radio communications system in police dispatch department and coordinating various personnel for emergency response purposes.

Jan 2018 to Dec 2019