

341-C/2, PECHS,  
KARACHI, PAKISTAN  
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# Shahrukh Shamim Khan

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## PROFILE

A self-motivated professional with strong work ethics and aspiration to strive/perform in a challenging environment.

## EXPERIENCE

### **TRG-IBEX, KARACHI** – BUSINESS DEVELOPMENT EXECUTIVE

OCT 2019 – AUG 2020

- Tending to high volume of calls while proactively assisting customers with their orders for Foodpanda(Asia-Pacific) & Careem Now(Middle-East).
- Verifying payments.
- Revolving dispatcher's and merchant's queries.

## SKILLS

- Quality Assurance
- CRM's (Salesforce, Zendesk & Slack)
- MS- Word/Excel & Worldspan
- Customer Support & Retention
- Data Entry
- Database Administration
- Sales (Inbound)

## EDUCATION

### **SINDH BOARD OF TECHNICAL EDUCATION (SBTE), KARACHI** – D.A.E (Civil Technology)

MAY 2016 – OCT 2019

- High School Diploma in Civil Engineering.

## LANGUAGES

- ENGLISH
- URDU
- HINDI