

NABEEL YOUNUS

Sales Executive & _____
Customer Support Representative.

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House #368 Survey No 302
Jaffer Bagh Model Colony.

Karachi - Pakistan

About me. _____

AFTER FOUR YEARS OF EXPERIENCE IN THE FIELD OF SALES I BELIEVE I AM A FOCUSED PROFESSIONAL WITH STRONG EXPERIENCE IN SALES AND CUSTOMER SERVICE AND THE PROVEN ABILITY TO ASSIST CUSTOMERS WITH THE WELLINFORMED SELECTION OF PRODUCTS AND SERVICES. MY INTENSTIONS TOWARDS MY WORK ARE TO MAINTAINS A POSITIVE ATTITUDE, PROFESSIONALISM, PATEINCE AND A GREAT SENCE OF HUMOR DURING PEAK HOURS AND TO MINIMIZE CUSTOMER DISSATISFACTION AND INCREASE CUSTOMER LOYALTY.

WORK EXPERIENCE. _____

TRIBE CONSULTING. **2022-Present**
Customer Support Representative.



- My tasked were to provide the best customer service for inbound campaign.
- Trained lots of newly hired agents on the floor and also via skype.
- I have provided customer support for 8 outbound campaigns as a hybrid agent.

TechDose BPO Pvt. Ltd. **2020-2022**
Sales Executive.



- My duties were to receiving calls to obtain information in order to generate sales by convincing the customers regarding the product.
- Maintains communication if there are requirements for further satisfaction and sales purposes.

IBEX GLOBAL. **2019-2020**
Customer Support Representative.



- My responsibilities were to respond chats support upon every chat regarding multiple issues and track the records from previous successful resolved queries.
- I was Awarded as the Top agent amongst all for twice by maintaining the customer satisfaction and quality assurance and multiple chats handling skills at a same time.

EDUCATION. _____

KARACHI UNIVERSITY. **2014-2018**
Bachelors in Criminology.



CIVIL AVIATION COLLEGE. **2012-201**
Intermediate.



MEHRAN DEFFODILS GRAMMER SCHOOL.
Matriculation. **2009**