

Syed Shoaib Ahmed

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SUMMARY:

I wish to be a valuable team member of an organization, where personal and professional skills are recognized and appreciated through career advancement and smart work. Wish to accomplish business objective and goals.

PROFESSIONAL EXPERIENCE:

Oct 2019 To Dec 2020	HYO Global Communications <u>RESPONSIBILITIES:</u> To book orders for the overseas client (US) via social networking sites and TextNow App. Managing and Controlling Fellow Colleagues.
Mar 2019 To Sep 2019	Support & Service Executive & Supply Chain Officer ZARA MOBILITIES CRICKET WIRELESS (LEVEL-3 BACK OFFICE) <u>RESPONSIBILITIES:</u> <ul style="list-style-type: none">• Worked in Maintenance, utilities, inventory & supply chain depart.• Have to respond via emails and telephonic communication.• Followed up on store requests, complaints and issues thoroughly to establish customer satisfaction.• Managed all aspects of store presentation and ensured customer satisfaction• Manage utilities and bills responsibilities.• Also had to make PO's and had to place orders to the vendors related to the store's requirement.• Promoted store sales and profit goals.
2014-2018	Customer Care Representative K. ELECTRIC, KARACHI <u>RESPONSIBILITIES:</u> <ul style="list-style-type: none">• Inbound & outbound experience.• Account Validation & Billing recovery campaigns.• Data Entry• Managed Receptionist Area, including greeting visitors and responding telephone and in-person requests for information.

	<ul style="list-style-type: none"> • Managed teams, complaint, Dispatching, customer service, emails and other protocols to ensure timely rectification of hazard complaint. • Manage large amount of incoming calls. • Keep record of customer interaction, process customer accounts and file document.
2012-2014	<p>Project Manager NIPPON PAINTS PAKISTAN</p> <p><u>RESPONSIBILITIES:</u></p> <ul style="list-style-type: none"> • Activity and resource planning. • Organizing and motivating a project team. • Controlling time management. • Cost estimating and developing the budget. • Ensuring customer satisfaction. • Analyzing and managing project risk. • Monitoring progress. • Activity Planning & Sequencing. • Controlling Quality. • Strategic Influencing
2010-2012	<p>Admin Incharge AZIZA HUSSAINI HOSPITAL, KARACHI</p> <p><u>RESPONSIBILITIES:</u></p> <ul style="list-style-type: none"> • Handle Accounts receivable and Payable. • Successfully established Client and Vendor relationships. • Increased Client base through public education and marketing. • Assisted in all areas when necessary due to employee absence. • Successfully addressed patient complaints and issues of risk management. • Worked closely with all members of the administrative staff.
2009-2010	<p>INTERNEE PAKISTAN STEEL MILLS, KARACHI</p> <p><u>RESPONSIBILITIES:</u></p> <ul style="list-style-type: none"> • Worked as an Internee. • To learn new project & have the experience of their field.

2008-2009	INTERNEE TAPAL DANEDAR TEA (UNILEVER PAKISTAN) <u>RESPONSIBILITIES:</u> <ul style="list-style-type: none"> • Worked as anInternee. • To learn new project & have the experience of their field.
2005 TO PRESE NT	ENGLISH LANGUAGE INSTRUCTOR PRIVATELY TEACHING ENGLISH LANGUAGE & IELTS PREPARATION SINCE ABOUT 14 YEARS <u>RESPONSIBILITIES:</u> <ul style="list-style-type: none"> • English Grammar • Spoken Language • Anger Management Classes • Call Center Training Classes • Helping people improve their listening, speaking, reading and writing skills via individual and group sessions. • Attending Social events & Seminars.

EDUCATION:

- ✓ **BS (Electronics):** from Sir Syed University of Engineering & Technology (SSUET).
- ✓ **Intermediate** : from Pakistan Shipowners Govt. College, Karachi.
- ✓ **Matriculation** : from Metropolis Academy, Karachi.

SKILLS:

- ✓ Microsoft Word
- ✓ Content Writing
- ✓ Research Writing
- ✓ Internet Browsing
- ✓ Social Media Marketing
- ✓ Knowledge of the Product or Service
- ✓ Ability to Use "Positive Language"
- ✓ Time Management Skills
- ✓ Ability to "Read" Customers
- ✓ Ability to Handle Surprises
- ✓ Goal Oriented Focus
- ✓ Willingness to Learn

PERSONAL PROFILE:

- ✓ Father's Name : Syed Kaleem Ahmed
- ✓ Date of Birth : 28th Oct, 1988
- ✓ CNIC No. : 42101-2742647-7
- ✓ Nationality : Pakistani
- ✓ Religion : Islam
- ✓ Marital Status : Single

LANGUAGE:

- ✓ Urdu
- ✓ English

REFERENCE:

- ✓ Will be furnished upon request.