



House # A-34 block 15 F.B Area

Karachi, Pakistan

Contact # +923323030884

Email ID: sm.shan.junaidi@gmail.com

## SM SHAN E HAIDER JUNAIDI

### OBJECTIVE

To work for an organization which provides me the opportunity to improve my skills and knowledge to growth along with the organization objective.

### QUALIFICATION

Early Education: Karachi Public School

Metriculation: Private

O-Level: Wahaj Hussain Schooling System

A-Level (AS): Private

### WORK HISTORY

Organization: Kababjees

Designation: Customer care department

Duration: OCT 2016 TILL SEP 2018

Job Description :

- Obtains client information by answering telephone calls; interviewing clients; verifying information.
- Determines eligibility by comparing client information to requirements.
- Establishes policies by entering client information; confirming pricing.
- Informs clients by explaining procedures; answering questions; providing information.
- Maintains communication equipment by reporting problems.
- Maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures.
- Updates job knowledge by studying new product descriptions; participating in educational opportunities.
- Accomplishes sales and organization mission by completing related results as needed.

Organization: Bookmark Publisher

Designation: Sales Executive

Duration: SEP 2018 till AUG 2019

#### Job description

- Presentation of new published course books
- Maintaining records of books
- Research and analyzing sales options
- Inform clients by explaining procedures; answering questions, providing information.
- Sales products by establishing contact and developing relationship with prospectus.
- Accomplishes sales and organization mission by completing related results as needed

Organization: Ghazi Security Guards PVT LTD

Designation: Assistant Operation Manager

#### Job Description

- Assessing Client requirements and ensuring that these are met.
- Setting customer service standards.
- Specifying quality requirements of guard.
- Investing and setting standard of quality and safety.
- Acting as catalyst for change and improvement in performance and quality.
- Recording, analyzing and distributing information.
- Monitoring performance.
- Supervising staff

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#### SKILLS

- Clear communication.
- Empathy.
- Quick learner
- Positive attitude.
- Attentive listening.
- Command over MS office

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#### REFERENCES

Furnished upon request.