

Adnan Younas

Customer Services Manager

3 Years working experience in the telecom sector Zong, 2 years working experience in Telenor, One year working in Taha restaurant 2 years working experience in MacDonald fast-food company, Now working as a branch manager at Pak mobile and PTCL Pakistan, with the techniques and tools to cater to various requirements of service delivery and business development Able to establish and maintain good relationships with seniors and Subordinators. Ambitious hardworking and dedicated .Seeking to leverage effective communication and problem-solving skills to maintain a customer-centric approach and achieve a 95%+ customer satisfaction rating.

PROFESSIONAL EXPERIENCES

December 2019 – Now

PTCL/ Ufone . Shakargarh, Narowal, Pakistan

Customer Services manager (Telecom Sector)

- Answering questions about a company's products or services.
- Processing orders and transactions
- Delivering information about a company's offerings
- Collecting and analyzing customer feedback
- Handling customer complaints

January 2018 – September 2019

Telenor Franchise , Shakargarh, Narowal, Pakistan

- Handling customer complaints
- Processing orders and returns
- Answering customer questions
- Updating customer records
- Documenting customer interactions

November 2011 – December 2017

ZONG CM Pak , Shakargarh, Narowal, Pakistan

Customer services representative.

- Handling customer complaints
- Processing orders and returns
- Documenting customer interactions
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies

EDUCATION

September 2018 – September 2019

MSc Mass Communications (master)

Aiou , Islamabad, Pakistan

September 2015 – September 2017

BSC – Mass Communication

AIQU, Islamabad Pakistan



CONTACT

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LANGUAGES

English (Executive Level)

Urdu (Native)

HOBBIES

Community
Envelopment

Sports

Learning new languages

SKILLS

Customer Services
Sales
Team Player
Quick Learner
Communication