

IFTIKHAR AHMAD

Customer Service and Revenue Management Professional

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Summary

“Highly motivated professional with 17 years of progressive experience in customer service and revenue collection within the Co-Operative Model Town Society Lahore. Proven ability to efficiently manage customer inquiries, resolve issues, and improve operational processes. Seeking new opportunities to apply expertise in fostering strong customer relationships and contributing to organizational success”.

Professional Experience

Consumer Service Representative | Co-Operative Model Town Society Lahore | Feb 2023 – Continue

- Addressed customer inquiries and concerns via phone, email, and in-person channels
- Provided accurate information on products, services, and organizational policies
- Investigated and resolved customer issues and complaints effectively
- Documented customer interactions and resolutions in CRM systems
- Gathered customer feedback to identify areas for service enhancement

Front Desk Officer | Co-Operative Model Town Society Lahore | Dec 2015 - Feb 2023

- Professionally greeted visitors, clients, and candidates
- Responded promptly and courteously to all inquiries
- Managed calendars, scheduled appointments, and coordinated logistics
- Maintained security protocols and visitor registration
- Provided excellent front-line customer support

Revenue Inspector | Co-Operative Model Town Society Lahore | May 2008 - Dec 2015

- Maintained detailed records of revenue assessments and collections
- Ensured adherence to financial regulations and organizational procedures
- Conducted inspections to verify revenue data accuracy
- Generated reports on revenue collection metrics
- Utilized software for revenue data management

Education

- M.Sc. Sociology | Government College University | Faisalabad | 2015 – 2017
- B.Ed. | Allam Iqbal Open University | Islamabad | 2015 – 2017
- B. Com | University of the Punjab | Lahore | 2004 – 2006
- D. Com | Punjab Board of Technical Education | Lahore | 2002 – 2004
- Matric | Board of Intermediate & Secondary Education | Lahore | 2000 – 2002

Skills

- Customer Service Management
- Customer Relationship Management (CRM) Software
- Complaint Resolution & Problem Solving
- Record Management
- Data Entry and Analysis
- Front Office Operations
- Visitor Handling
- Appointment Scheduling
- Revenue Management
- Regulatory Compliance
- Report Generation
- Verbal and Written Communication
- Interpersonal Skills
- Problem Identification
- Teamwork
- Data Entry

Training & Certifications

- Diploma in Computer Application
- Computer Application & Database Management Training

Key Accomplishments

- Successfully resolved a high volume of customer inquiries, leading to increased customer satisfaction and retention

Languages

- English: Proficient
- Urdu: Native