



# JIBRAN MUGHAL

Manager Customer Care

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Dubai, United Arab Emirates

## SKILLS

Customer Relationship Management

Team Building

Collaboration

Adaptability

## STRENGTHS

### ERP System Optimization

Optimized ERP system to enhance efficiency, streamline processes and improve data accuracy.

### Strategic CRM Implementation

Efficiently using CRM to automated workflows and customizing dashboards for key performance tracking.

## EDUCATION

### High School Diploma

Asghar Mall College

2007 - 2009

Rawalpindi

## TRAINING / COURSES

### Certified Computer Specialist Course

The Leaders College

### IELTS

British Council

## SUMMARY

Manager Customer Care as a dynamic Manager with a solid background in Sales, Logistics, and Customer Care, I offer a diverse skill set and extensive experience. My career has been marked by a dedication to leading operational strategies, boosting team performance, and implementing cost-effective measures that drive organizational success.

## EXPERIENCE

### Manager Customer Care

01/2023 - 07/2024

#### Euros Hub International

Rawalpindi, Pakistan

- Regularly maintained the customer database and updated customer information consistently
- Handled and resolved customer inquiries and complaints via phone calls, emails and online apps
- Supervised customer service operations to guarantee prompt and accurate service delivery
- Built and maintained strong relationships with customers to ensure their satisfaction
- Led and motivated a team of over 10 staff members, ensuring the efficient completion of daily tasks and projects

### Logistic & Security Supervisor

04/2022 - 12/2022

#### Secure Travel Project By Bill & Melinda Gates

Islamabad, Pakistan

- Experienced supply chain professional with expertise in developing and maintaining carrier relationships across all aspects of the supply chain
- Proficient in coordinating international supply chain operations and optimizing inventory levels through comprehensive reporting
- Cultivated and sustained strong relationships with carriers, ensuring reliable and timely deliveries
- Coordinated and managed international supply chain operations, enhancing efficiency and reducing costs

### Sales Team Leader

07/2019 - 02/2022

#### Al Ghurair Giga Builders & Developers

Islamabad, Pakistan

- Adept at building and nurturing strategic relationships with high-value customers
- Demonstrated success in leading sales teams to achieve and surpass performance targets through effective guidance and training
- Effectively used CRM software to analyze customer data and sales performance metrics, guiding strategic decisions and enhancing customer engagement and revenue generation

### Manager Sales & Customer Care

06/2012 - 06/2019

#### Jazz (Pakistan Mobilie Communication Limited.)

Islamabad, Pakistan

- Results-oriented marketing professional with a robust background in data analysis and customer service strategies
- Demonstrated ability to leverage customer insights to create targeted marketing strategies and execute successful campaigns
- Dealt with the customer data management, ensuring its accuracy
- Developed and executed email marketing campaigns using CRM tools, resulting increase in open rates
- Utilized CRM insights to identify and target high-potential leads, contributing to increase in sales