AYESHA SHAUKAT

# CONTACT

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# CORE QUALIFICATIONS

* Microsoft Office Applications
* Internet Surfing / Application
* Application Testing & Evaluations
* SOP Analysis
* Oracle Software

Versatile and highly accomplished professional offering over 08 years of experience in the areas of Supervision, Quality Assurance and Customer Care in the Telecommunication sector, Coordination, Business Operations, Analysis, Team & Office Management, Communication Skills etc. Skilled in managing and directing the daily activities of contact center agents with an ability to work as an information source to answer all queries of agents; assigning tasks, following up and providing instructions as needed. Implementing and executing successfully company's policies and goals by closely working with the managers resulting effective operational excellence, improved work ethic, culture, and performance

# LANGUAGES

* English, Urdu, Hindi, Punjabi

# ACCOMPLISHMENTS

* Won surprise award in United Bank of Limited in 2014 for saving billions of dollars after providing a report by analyzing pros and cons, which was not giving benefit to both company and agents and the application, was permanently abandoned.
* Won Star of the Month Performance awards from 2014-201 on achieving monthly targets.
* Won competitive contests of the targets given by company.

# Education

* + **2014**

# Masters in Economics

* + **Punjab University, Lahore, Pakistan**

**EXPERIENCE**

July 2024 – Till now

## Digital Sales Executive (Mashreq Bank)

* Establish, develop and maintain positive business and customer relationships.
* Reach out to customer leads through Tally calling.
* Develops new business prospects in specific geographic are as through cold calls & through visiting companies

January 2019 – February 2020

## Customer Services Representative (Car Switch – Dubai).

* Performing task related to transaction monitoring including collecting required information from clients.
* Manage inbound and outbound calls.
* Scheduling the buyer and seller for test drive of car.
* Responsible for taking buyers and sellers quarries regarding cars and escalate to next level.
* Handling online chats, advertising of cars in social media campaigns.

January 2018 – October 2019

## Sales Executive (The Gwadar Central)

* Providing guidance and assisting sellers and buyers in marketing and purchasing property for the right price under the best terms.
* Performing comparative market analysis to estimate properties’ value.
* Intermediate negotiation processes, consult clients on market conditions, prices, mortgages, legal requirements and related matters, ensuring a fair and honest dealing.
* Promote sales through advertisements, open houses and listing services.
* Remain knowledgeable about real estate markets and best practices

February 2016 – December 2017

## Customer Services Representative (University of Central Punjab)

* Handling online queries and request of Students.
* Interaction with Students and Registrar for request completion.
* Coordinate sales effort with team members and other departments.
* Responsible for handling incoming calls with a variety of queries.
* Addressing issues or helping students, Parents, Visitors on December 2013 – February 2016

different problems.

## Phone Banking Officer (United Bank of Limited)

* Establish, develop and maintain positive business and customer relationships.
* Reach out to customers leads through Tally calling.
* Present, promote and sell products/ services using solid arguments to existing and prospective customers
* Handling Customers inquiries related to credit cards through calls, online and face-to-face interaction.
* Escalate the complaints of customer to the next level and taking there follows ups for the resolutions.