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**Muhammad Bilal**

**Contact Info**

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** 61 D tajpura Lahore cantt.**

* **Customers handling via walk-in, telephonic or email**
* **Handling Customer complaints, register them and provide best solution to their problems**
* **Verification on Receiving Customer Complaints In Market**
* **Maintaining the annoyed customers Follow up pending issues and highlighting them to higher management for a solution**
* **Good working grip on Microsoft Excel & GSIS (Global Service Interaction System)**

** Strengths & Skills**

**✔ MS Office ✔ MS Excel ✔ Data Entry**

**✔ Task Management ✔ Communication Skills ✔ Computer skills**

** Academics**

* **Title Institute Years**
* **Intermediate in Commerce BISE Lahore, Lahore 2013**
* **Matriculation BISE Lahore, Lahore 2011**

** Certificate**

* **Computer Foundation Diploma PEAK Solutions Inc. 2017 (12week)**

** Experience 8 years**

**Company Designation Duration Years/Month**

* + **IMM Solution Customer Service Officer Jan. 2023 – April.2024 1.4 Years**
  + **Haier Pakistan. (Customer Care Center) Customer Service Officer Sep. 2018 – May-2022 3.6 Years**
  + **Reliant Solution ( LG .Customer Care Center ) Customer Service Officer June 2018 – Sep. 2018 3 Months**
  + **Varioline Services (Pvt) Ltd Data Entry Operator Apr 2015 – April 2018 3 Years**
  + **Dawlance (United Refrigeration Industries Limited) Customer Service Officer Apr 2014 – Sep 2014 5 Months**

** Work History**

**IMM Solution (Customer Care Center ) Jan 2023 – April 2024 (1.4 Years)**

**Customer Service Officer Lahore, Pakistan**

**Haier (Customer Care Center ) Sep 2018 – May 2022 (3.6 Years)**

**Customer Service Officer Lahore, Pakistan**

**Reliant Solution .Customer Care Center ) June 2018 -- Sep 2018 (3 Months)**

**Customer Service Officer Lahore, Pakistan**

**Varioline Services (Pvt) Ltd Apr 2015 – April 2018 (3 years)**

**Data Entry Operator Lahore, Pakistan**

Dawlance **(United Refrigeration Industries Limited) Apr 2014 - Sep 2014 (5 months)**

**Customer Service Officer Lahore, Pakistan**

** Industries  Languages  Functional Area  Hobbies**

* + **Services Punjabi - Native Data Entry Operator Travelling & internet Browsing**
  + **Manufacturing Urdu - Native**
  + **Publishing/Printing English - Beginner**
  + **Electronics**