



Saeed Ullah

Customer Service Representative

TO be a member of a growth and well reputed **Organizations** where I can use my theoretical & practical skills to become a valuable asset for the organization. I am A team builder who is actually attentive to employees,Punctual,&Problem solver. My objective is to secure a challenging position in a reputable organization to expand my knowledge & skills.

✉ Saeedforu3@gmail.com

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📍 Flat no 706 Regency 2 Building Al Mankool Bur Dubai-
UAE, Dubai, United Arab Emirates

📅 21 January, 1999

🏠 Visa Status # Own Visa

EDUCATION

MS Food Science & Technology

Government College University Faisalabad

2020 - 2022

3.65/4

BSc(Hons) Food Science & Technology

University OF Sargodha

2016 - 2020

3.78/4.0

WORK EXPERIENCE

Customer Service Representative

Imtiaz Super Market

09/2021 - 10/2023

Sargodha

Imtiaz is one of a kind, modern retail departmental store offering a wide range of good quality products at economical rates for its customers. It is a key competitor of Metro Cash & Carry Pakistan and Carrefour Pakistan.

Job Descriptions

- Providing introductory information to new customers
- Ensuring that customers are satisfied with products or services
- Troubleshooting common issues with a product or service
- Letting customers or clients know about additional products or services
- Troubleshooting common issues with a product or service
- Working with a team of CSRs and other departments to find appropriate solutions
- Manage large amounts of incoming phone calls
- Documentation Record keeping

Cashier

Domino's Pizza

05/2020 - 09/2021

Faisalabad

Domino's is an American multinational pizza restaurant chain.

Job Descriptions

- Answering customer questions about products or services and providing recommendations based on customer needs
- Calculating the cost of products or services
- Calculating and returning change for cash transactions
- Staying up to date on merchandise promotions, advertisements and product information
- Scanning and bagging items accurately and efficiently
- Working with the team to meet store sales goals
- Responding to and resolving customer complaints and concerns

PERSONAL & SOFT SKILLS

Microsoft Office

End Note

ERP

Internet browsing

Time Management

Creativity

Team Work

Customer Services

FSMS

FSSC 22000

HALAL

Critical Thinking

Administration

CERTIFICATION & TRAINING

FSSC 22000:2018 V5.1 Lead Auditor (2022)

Training on Product Development & Role of Product Developer Organized by PSFST (2021)

Training on Foreign Particles In Food Material held by Nestle (2020)

CO-CURRICULAR ACTIVITES

Organizer in " International Food & Nutrition Research Conference& Food Expo" (2019)

Organizer in " The Fundamental Of Halal Foods" (2018)

Organizer in " Food & Nutrition Expo" (2017)

INTERNSHIP

Citrus Research Institute Sargodha

(05/2019 - 07/2019)

Food Safety Measurements & Hygienic Protocol Knowledge of Citrus varieties & Citrus products R&D of Products Product analysis

LANGUAGES

English

*Professional Working
Proficiency*

Urdu

Full Professional Proficiency

HOBBIES

Watching movies

Reading Books

Traveling

Playing cricket