



Javaid Hassan

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CAREER OBJECTIVE

- To be integral part of a team contributing with knowledge, dedication, commitment and innovation for the progress of the organization and personal growth by utilization of mental and physical capabilities with available resources. Highly motivated, enterprising, dynamic & energetic professional, having proven Customer Service & Relationship Management skills.
- Seeking a challenging position in a reputed organization that offers good growth potential coupled with challenging environment. Looking forward to capitalize on my strengths and experience of over more than 8 years in the area of Customer Services & Relationship Management that will facilitate to achieve the organizational objectives & increase productivity.

EXPERIENCE

IBEX

August 10th 2022

Chat Support Executive

- Assistant to Customer on their orders and Queries with a kind and professional manner
- Email Customer on their Billing and Service Issues
- Escalate the red flag customer to the relevant team for calls and recovery

JOAT Courier

Operations Manager

July 2021- July 2022

- Ensuring day to day office runs smoothly
- Maximize process and procedures
- Meeting Customer Expectations in terms of cost effectiveness

Wellocity Pharama (Bharia Hospital Branch)

October 2019- March 2021

Purchasing Officer

- Responsibilities include evaluating vendors, negotiating contracts and preparing reports
- Making sure of market price research on orders and costs with the most profitable offers.

TWIC (freelance) Company Deals with The Writing Instrument.

March 2015- March 2016

Operations Supervisor

- Keep track of key performance indicators of employees
- Monetizing improvement including IT, customer support and finance
- Monitor compliance with operational policies and the progress of administrative tasks

RIZ Global Electronics LLC (Dubai)

May 2015- Jan 2016

RIZ Global Electronics LLC which deals in Electronic items, such as Laptops, Mobile Phones, Cameras, also give items on Installment.

Accounts Relationship Officer

Job Responsibilities:

- Calling clients for reminder and there installment dates and amount.
- Sending SMS reminders to all the clients
- Stock purchasing and selling record maintenance,
- All accounts related purchasing and selling and overdue, and closing of month.

HasanCo (Tanzania) Ltd (Tanzania)

March 2013-March 2015

HasanCo (Tanzania) Ltd, which deals in exports of finished branded Exporting stuff to European & American and western Countries Brands like, Jeans, Used Cloth, Light Baby ETC.

Business Commercial Executive

Job Responsibilities:

- Review reports submitted by staff members to recommend approval or to suggest changes.
- Following up new business opportunities and setting up meetings.
- Communicating new product developments to prospective clients
- Writing reports
- Maintaining daily warehouse stock and managing warehouse for upcoming stocks.
- Responsible for daily cash management.
- Responsible for timely availability of stocks and provide plans for importing new consignments.

EXPERIENCE

United Services LLC Investments (Dubai)

Sep 2009-January 2013

(United Services is a multinational firm, which deals in exports of finished branded Exporting stuff to European & American and western Countries Brands like Sugar, Denim Jeans, Cooking Oils, etc.)

Business Relation/Supervisor

Job Responsibilities:

- Act as main point of contact for customers, leveraging designated CSR' s effectively for basic service requirements. Conversant with the full range of company' s products and services, competent in discussing company' s offering to all clients, Act as an effective " Trusted Advisor" in the delivery of services to clients.
- Initiate, develop and retain client relationships, while contributing activity to the business development goals of the unit & engage in client acquisition activities, presenting to clients, closing deals, and managing and developing client' s relationship. Proactively contact customers in order to capture higher share of wallet by cross-selling of products and marketing new products and services.
- Responsible for ensuring up-to-date client profile for each client as well as maintaining a high level of confidentiality at all times.

The City School Defence Campus

April 2007 - Sep 2009

Campus Office Administrator

Job Responsibilities:

- Office Supervisor (Communication with the Staff and Parents for Smooth Process)
- Account Management(Bank Reconciliation, Petty Cash, Payroll)
- Monthly Finance Management (Campus Monthly Income Statement, Yearly Assets Marking)
- Time Management (Time Assessment of Staff and Labors)
- Labor Management (Managing labor on every day basis on they work)

EDUCATION

- **E-MBA(NIMS)** (HR Management) Subject: (Managerial Account, Financial Management)
- **B.Com** (Karachi University)
- **ACCP** Certified from APTECH
- **Intermediate** S.T Patrick Collage

AREA OF EXPERTISE

- Human Resource Management
- International Trade & Finance
- Information Technology

PROJECTS AND CERTIFICATIONS

PAVHNA (Pakistan All Voluntary Health Nutrition organization)

Sep 2001 – Oct 2006

Human Resource Management (**Project Coordinator**) RH project

- **RH Management** (Certification)

The David and Lucile Packard Foundation Karachi office (Project Analysis Coordinator) (PAVHNA RH project)

- **Peer Counseling** (Certifications)

Chef Cook (Skill Velly) (Certifications)

- Preparing recipes handle day-to-day responsibilities and attend meetings on behalf of the executives, take notes for them and assist with leading strategic planning processes

INTEREST & STRENGTHS

- Gaming, Swimming
- Good analytical and problem solving skills.
- Good interpersonal skills, works well with others, Self motivates and encourages others

LANGUAGE

- English, Urdu

COMPUTER SKILLS

- Microsoft Office, Extensive use of Internet, IT Networking (LAN) Trouble Shooting, Adobe Photoshop

EXTRACURRICULAR/ VOLUNTEER ACTIVITIES

- Member of Art Council Pakistan, Cricket, Swimming, Computer Games.

PERSONAL PROFILE

Birth Date October 20,1983
Nationality Pakistani

REFERENCE

Will furnished upon request