

SKILLS

- · Strategy development
- Organisation
- · Quality focus
- · Customer service
- · Innovative thinking
- Excellent planning skills
- Negotiation skills
- Ability to multi-task
- · Work to deadlines

EDUCATION

2004

Bachelor of Business Administration (Hons)
UNIVERSITY OF ARID AGRICULTURE,
RAWALPINDI

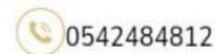
1998

F.Sc (Pre-Eng)
ISLAMABAD COLLEGE FOR BOYS, G 6/3,

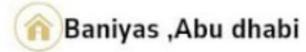
COMPUTER SKILLS

- -CPS (Cloud Payment Solution), E-Front for complaints registration and resolution
- · UTIBA, X- Lite dialer software.
- · Tally ERP 3.2 Accounting Software
- Microsoft Windows 07, 10 MS Office Applications (Outlook, Word, Excel, PowerPoint, Access)

CONTACT







ON REQUEST

VISA STATUS

Visit Visa

MUHAMMAD NOMAN .QAZI

CUSTOMER CARE REPRESENTATIVE

Bi-lingual employee with 16+ years of client facing roles is now looking for a job opportunity where I can use my expertise to provide stellar customer experience and also learn new methods of working from the organization.

WORK EXPERIENCE

2018 - current

CSR Team leader Awan Construction Ilc

Sites worked on :- Pf chang Isl, Best western Isl,

- · Maintains company records by updating account information in Ms Excel spread sheet.
- Lead teams of marketing ,sales and maintaince team.
- Recommends potential products or services to management by collecting customer information and analyzing customer needs.
- · Create an inspiring team environment with an open communication culture
- Set clear team goals, delegate tasks and set deadlines

2014-2018

Sales coordinator

Haseeb trader

- Coordinating the sales team by managing schedules, filing important documents and communicating relevant information.
- Responding to complaints from customers and give after-sales support when requested.
- Store and sort financial and non-financial data in electronic form and present reports
- · Handle the processing of all orders with accuracy and timeliness.

2013-2014

Branchless Banking Executive, WASEELA MICROFINANCE BANK,

- · Maintain periodic status reports, including daily activity report and calls/follow-ups made.
- · Generate new customer leads through various channels
- · Ensure customer satisfaction through regular engagement
- Resolve customer queries/issues and facilitate customer service

2007- 2012

Frontdesk /Admin officer EYZAZ ENTERPRISES, RAWALPINDI

- Assists customers in a branded, friendly, proactive, and efficient manner with appropriate follow-up as necessary.
- Collects payments by accepting cash, check, or charge payments from customers; and makes change for cash customers
- Acts as the site liaison for the services and sales center.
- Works collaboratively with other staff, managers, and resources

