



MUHAMMAD NOMAN .QAZI

CUSTOMER CARE REPRESENTATIVE

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

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Baniyas ,Abu dhabi

REFERENCES

ON REQUEST

VISA STATUS

Visit Visa

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 llc

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 maintainece 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