

# Syeda Momina Gillani

## Customer Services Agent

Personable professional with exemplary customer service skills. Knowledgeable in tackling issues and concerns with poise. Looking to take a dedicated career as a Customer Service Executive to the next level. Strong leader and problem-solver dedicated to streamlining operations to decrease costs and promote organizational efficiency. Uses independent decision-making skills and sound judgment to positively impact company success.

## Work History

2020-07

-  
Current

### Customer Service Manager

*Taskaler, Lahore*

- Followed through with client requests to resolve problems.
- Resolved customer complaints while prioritizing customer satisfaction and loyalty.
- Supervised employees and assessed performances to determine training needs and define accurate plans for decreasing process lags.
- Trained and regularly mentored associates on performance-oriented strategies and customer service techniques.
- Researched and corrected customer concerns to promote company loyalty.
- Reviewed repeated issues within operations and business management to solve problems and improve company outcomes.
- Generated customer satisfaction

## Contact

### Address

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## Skills

### Customer Relations

Client service optimization Excellent

Training and mentoring Excellent

Excellent time management skills Excellent

Staff Management Excellent

Excellent

surveys to analyze results into action plans.

- Kept accurate records to document customer service actions and discussions.
- Took ownership of customer issues and followed problems through to resolution.

2018-06

## Customer Service Supervisor

-  
Mindbridge, Lahore

2020-03

- Read, analyzed and interpreted complex procedures and regulations while drafting general correspondence to facilitate administrative processes.
- Improved customer satisfaction scores through application of superior conflict resolution and problem-solving skills.
- Optimized organizational systems for payment collections, AP/AR, deposits, and recordkeeping.
- Resolved issues through active listening and open-ended questioning, escalating major problems to manager.
- Implemented project management techniques to overcome obstacles and increase team productivity.
- Improved office operations by automating client correspondence, record tracking and data communications.
- Kept high average of performance evaluations.
- Monitored front areas so that questions could be promptly addressed.

2017-11

## Senior Customer Service Executive

-  
Mindbridge, Lahore

2018-05

- Employed comprehensive benchmarks

Complaint resolution



Excellent

Service

recommendations



Excellent

to establish and monitor customer service standards.

- Responded to customer inquiries and queries to provide thorough and speedy resolutions.
- Evaluated interactions between associates and customers to assess personnel performance.
- Informed customers of sales promotions and services, warranties or terms of sale and refunds or exchanges.
- Conducted surveys to determine customer opinion of products and services.
- Enhanced productivity levels by anticipating needs and delivering outstanding support.
- Increased efficiency and team productivity by promoting operational best practices.

**2017-02**

## **Customer Support Executive**

- *Mindbridge, Lahore*

**2017-10**

- Listened to customers' questions and concerns to provide answers or responses.
- Built strong relationships with field operations team to support business development opportunities and improve service.
- Managed customer service effectiveness by monitoring performance and assessing metrics.
- Assigned and designated job territories to customer care staff according to performance and history.
- Utilized crisis management techniques to offer corrective solutions and maximize customer satisfaction.

- Conducted surveys to determine customer opinion of products and services.
- Devised recommendations to streamline and simplify customer support system and improve response time.

## Education

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**2018-02**      **Mass Communication: Digital**  
**-**                **Communications And Media**  
**2022-06**      *Lahore College For Women University -*  
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