



CONTACT ME

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EDUCATION

Bs (IT) Continued

Virtual University of Pakistan
2020

Intermediate (I.C.S)

ILM Group of Colleges (UMT)
2017-2019

Matriculation

Jinnah Grammar Secondary School
2014-2016

SKILLS

Customer Relationship Management

MS Office

Product Research

Communication

Account Management

Listing Optimization

SMM

Cross-functional Collaboration

Upselling and Renewal Strategies

Data Analysis

Hammad Tariq

E-commerce Executive

Objective:

Dedicated and results-driven Customer Success professional with a proven track record of building and maintaining strong client relationships. Seeking to leverage my expertise in communication, problem-solving, and customer advocacy to contribute to a dynamic team and drive customer satisfaction.

WORK EXPERIENCE

E-commerce Executive

Oct 2022 - Oct 2023

Cresset Technology I Lahore, Pakistan

- Proficient in E-commerce strategy development and budgeting.
- Successfully managed a portfolio of 4 high-value clients, consistently exceeding renewal and upsell targets.
- Developed and executed customer success plans, resulting in an 80% increase in customer satisfaction.
- Collaborated effectively with cross-functional teams to ensure seamless client onboarding.
- Dedicated to staying current with the latest E-commerce tools and trends.
- Proactively reduced churn rate by 25% through tailored solutions for customer pain points.
- Acted as the primary point of contact for escalated issues, resolving complex challenges promptly.
- Collaborated with the product team to relay customer feedback and drive product enhancements.
- Coordinated with Warehouse & Logistics for efficient order processing, pickups, deliveries, and payments.

E-commerce and CS Executive

March - Sep 2022

Hive Metrics I Lahore, Pakistan

- Responding to WhatsApp, Facebook, and Instagram
- Answer inbound calls & manage outbound calls also respond to emails.
- Arranging confirmation callbacks, Logistic reports, and dispatch.
- Manual CNs & Shipper Advice.
- Order confirmation, cancelation, discount vouchers, and return on the Shopify dashboard.
- Resolving Replacement cases of customers by placing new orders on Shopify.
- Stock demand report. Reporting in MS. Excel and MS. Word
- Manage work load and Customer's queries.

Social Media Designer

Nov 2021 -Sep 2022

Grow More Dispatch Services LLC I TX, USA

- Develop fresh concepts based on company goals and current social media trends.
- Analyze design briefs and outline requirements.
- Present ideas and drafts to the team.
- Ensure that all the graphic elements are consistent in terms of style, colors, and message.
- Producing content to be posted online.
- Increasing traffic and appeal to target audiences.
- Measuring key performance indicators.

Customer Support Representative

Jan - Aug 2021

Brandpa I Lahore, Pakistan

- Managing the customer support department's day-to-day functions.
- Responding to escalated customer support issues.
- Implementing customer support processes to enhance customer satisfaction.
- Informing the team of all new information related to products, procedures, and trends.
- Work with Jenpharm, Sufi (Group of Industries), NNJ, ILYNN, and Fetrofit etc.
- Manage workload and Customer queries.

Additional Experience

Sales Representative

Core 35 Global I Lahore, Pakistan

May 2017 - Dec 2020