



## **Wahaj Mustafa**

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### **Summary.**

Seeking a career in an industry which provides a good scope for future development of my present knowledge, experience and providing a good opportunity to expand my experience. And to strive to exceed customer and employer expectation by delivering service. Maintain customer centricity in all initiative and interaction always putting the customer first.

### **Strength.**

Able to work with all professional level of contacts and customers

A dedicated and highly energetic person who thrives in pressure situations and can be counted on when the going gets tough.

Excellent communication, negotiation and interpersonal skills.

### **Professional Experience.**

#### **Pak-Qatar Family Takaful Ltd**

Customer Care in Participant Benefit Services (PBS)

Nov 2018 present

Answer questions about products or the company.

Enter and update customer information in the database

Make alteration, revivals and withdrawal as per customer requirement

Keep records of members on Microsoft Excel

**E-Planet Communication Pvt. Ltd**

Senior Customer Support Executive & Back Office Executive

May 2016 -- Oct 2018

Answer questions about products or the company.

Receive calls from UK, USA and CANADA and give them solution on phone regarding their concerns of free trials.

Enter and update customer information in the database

Take and process orders in an accurate manner

Keep records of calls and sales and note useful information on Microsoft Excel.

**AUA Solutions****Customer Verification & Research**

Mar 2015 – Dec 2015

Outbound voice services include a gamut of services provided by AUA Solutions, for both B2C and B2B customers worldwide.

Research the right human capital in this fast moving business world.

Develop customized lists of candidates for our clients and validate the information through our contact management facility.

Research professionals gather a tremendous amount of focused business intelligence on markets.

**Fazlee Sons Book Supermarket & Deenar Impex Paper Pvt Ltd (brotherhood companies)****Accounts & Financial Management and Inventory Control.**

Feb 2013 – Nov 2014

Handle the account of the company through software accounts.

Reviewing financial reports, monitoring accounts, and preparing activity reports.

Control the Stock Inventory of the company.

**Education.****Govt. Commerce & Economics**

Undergraduate

Bachelors in Commerce

**Personals.**

Nationality.	Pakistani
Date of Birth.	9 <sup>th</sup> Dec 1994
Languages.	Urdu and English (fluent)
Religion	Islam

Reference:

References will be furnished once required

