

Muhammad Aamir

House No. 193, Post Code B10 0JE, United Kingdom

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Nationality: Pakistani | Visa/Work Permit Status: Customer Service (Skilled Worker Category)

Professional Summary

Dedicated and proactive Customer Service Supervisor with strong experience in the logistics and transport industry. Skilled in handling customer inquiries, shipment tracking, and issue resolution while ensuring smooth coordination between operations, warehouse, and transport teams. Known for excellent communication, leadership, and problem-solving abilities, with a focus on maintaining high service standards and customer satisfaction.

Work Experience

Customer Service Supervisor | UK Overnight Ltd | April 2025 – March 2028

- Oversee customer-service operations within a logistics environment, ensuring timely responses and effective issue resolution.
- Coordinate between operations, transport, and warehouse teams to maintain smooth delivery processes.
- Monitor performance of customer-service staff and provide ongoing training and coaching.
- Handle escalations and complex customer cases, ensuring prompt and professional solutions.
- Maintain compliance with company policies and industry regulations.
- Support implementation of service improvements to enhance customer experience.

Key Achievements:

- Improved customer satisfaction through effective issue resolution and communication.
- Reduced delivery complaints by streamlining the customer-inquiry process.
- Trained and mentored new team members to ensure consistent service quality.

Education

Master's Degree in Mathematics | University of Stirling, United Kingdom | Completed 2024

Bachelor's Degree | Abdul Wali Khan University, Pakistan | Completed 2021

Skills

- Customer-relationship management
- Communication (Best)
- Problem-solving (Good)
- Team leadership (Best)
- Microsoft Office & computer skills
- Time management
- Logistics coordination
- Customer-complaint handling

References

Available upon request