

Sameer Ali

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+92-301-8104349

EDUCATION

VirtualUniversity

Bachelor of Computer Science

Karachi, Pakistan

(2021 – Present)

Aptech Pakistan

Pakistan Higher Diploma in Software Engineering

Karachi,

(2022 – Present)

Areas of Interest: Full Stack Developer, Data specialist, Application Developer

EXPERIENCE

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Customer Support Executive

August 2021 – 2022

- Handled customer inquiries and issues with a solution-oriented approach, maintaining a high level of professionalism and courteous service.
- Conducted cold calling to identify potential clients and build a strong network of contacts within the transportation industry.
- Successfully resolved customer concerns and disputes by actively listening, analyzing issues, and providing clear, concise explanations or solutions.
- Identified recurrent issues and proposed innovative solutions or process improvements, contributing to enhanced customer satisfaction and operational efficiency.
- Contributed to the training and onboarding of new support team members, sharing best practices and strategies for delivering exceptional customer service.
- Assisted senior freight brokers in managing transportation services for clients, ensuring high-quality customer service and satisfaction.
- Provided top-notch customer support through various communication channels (calls, emails, and chats), ensuring swift resolution of queries and complaints.

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Rider Operation Executive

September 2022 – 2023

- Provided exceptional customer support and assistance, addressing inquiries, concerns, and complaints promptly and effectively.
- Maintained a high level of communication, offering detailed information on services, orders, and delivery processes to guarantee customer satisfaction.
- Utilized marketplace analytics and data to identify sales trends, pricing strategies, and opportunities to increase revenue. Collaborated with cross-functional teams, including delivery personnel, technical support, and management, to streamline operations and enhance customer service strategies.
- Engaged with Rider/customer via multiple channels (phone, email, and chat), delivering professional and courteous service.
- Conducted competitor analysis to identify potential gaps in the market and optimize product offerings.
- Implemented effective communication strategies to enhance customer satisfaction and foster long-term relationships.

SKILLS & INTERESTS

Technical: HTML, CSS5, Bootstrap, Javascript, PHP, React JS, Git, Github, MYSQL, Figma

Soft Skills: Excellent Communication, Customer Service, Problem-Solving, Team Collaboration, Adaptability, Time Management.

Interests: Sports, Travel, Games, Podcast, Comics, Fitness