

MUHAMMAD SHOAIB

CUSTOMER REPRESENTATIVE

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PROFILE SUMMARY

Highly organized and accomplished CSR well-versed in monitoring market conditions and customer care center changes to promote better service options for customers. Gifted in building connections, demonstrating products, and maintaining consistent trust. The persuasive negotiator with forward-thinking and performance-oriented nature.

KEY SKILLS AND CHARACTERISTICS

Sales Funnel Upshot
Products and Service sales

Schedule Coordination
Public Speaking

EDUCATION

Matriculation 2016 – 2017
Government city district school, lahore

Intermediate 2017 – 2021
Worker welfare collage , Nishter lahore

WORK EXPERIENCE

Call Center CV Agent 2017 – 2018
Trans data, Lahore

- Established and fostered strong ethical and professional relationships through the application of excellent interpersonal skills.
- Was verifying the old directories of AT&Ts and local organizations by confirming the credentials we had been provided about the US locals and the seniors as well.
- Was responsible for the high level of verifications in every call and put a tag on that, just according to the response in return.

Dispatch helper June 2019 – Jan 2020
Dawn bread (PVT) LTD, Lahore

- Providing the products on requirements of the salesman
- Maintain the all products on there places

Switch Enterprises April 2022 – July 2022
Friendly Dispatch Services

- As a CRS (Costumer Sales Representative) convinced to carriers sign up with the company.