



SUMMAN MUJEEB

Karachi, Pakistan

Cell: +92-313-2265997

Email: Sumanmujeeb4@gmail.com

RKV B 93 MODEL COLONY KARACHI

SUMMARY

To seek a job opportunity where I can develop my professional skills and serve employer with best of my knowledge and experience so as to become a vital tool for their business growth in today's competitive environment.

SKILLS HIGHLIGHTS

- Project management
- Strong decision maker
- Complex problem solver
- Innovative
- Service-focused
- Microsoft Office

QUALIFICATION

- Masters human resources management (HR) (appear)
- Graduate (Education) from Karachi University.

EXPERIENCE

LOADE TECHNOLOGY (MARCH 2022- TILL NOW)

- Responding to customer inquiries, complaints, and feedback through various channels (phone, email, chat, social media, etc.)
- Providing accurate and timely information about products, services, pricing, and policies.
- Resolving customer issues and concerns in a professional and satisfactory manner

- Demonstrating empathy and understanding towards customers, and striving to build positive relationships
- Maintaining knowledge of company offerings and staying up-to-date on industry trends and best practices.
- Collaborating with other departments (e.g. sales, marketing, operations) to ensure consistent messaging and customer experience.
- Processing customer orders, returns, and refunds, and managing related documentation.
- Troubleshooting technical issues and escalating them as necessary to appropriate teams.
- Keeping accurate records of customer interactions and maintaining customer databases.
- Following up with customers to ensure their satisfaction and address any further needs or concerns.
- Participating in training and development programs to improve skills and knowledge
- Providing technical support : application testing

PERSONAL INFORMATION

Father's Name	:	Muhammad Mujeeb
CNIC	:	42201-7123868-4
Date of Birth	:	18 May, 1998
Marital Status	:	Single