

# Mansoor Shaikh

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To be associated with reputed organization, which offers challenging responsibilities where i can use my knowledge and experience at maximum, while being resourceful and innovative and flexible, taking up challenging assignments in my work profile with confined skills and the learning attitude. I will contribute to

## Experience

**Complaint Coordinator**

**May 2019 to April 2023**

**K-Electric Formerly (K.E.S.C) Karachi Electric Supply Company**

**HRSO PVT LTD Provided Services to K-Electric**

- Maintaining all complaints Team Information, Team Orders, Maintain Notification & assign Complaints to Supervisor with SAP CRM & SAP PM.
- Emailing & Reply to Concerns,
- Maintaining Excel Sheet, MTLs ladder Safety Checklist, Tools Box Talk Record Form, LT/HT Fault Checklist
- Manage L/T (Low Tension) teams for attending Normal & Emergency Complaints
- Trouble shoot and rectify HT/LT Fault.
- Coordinate with Site supervisor, Shift Incharge & Shift Engineer.
- Reporting to line management
- Maintaining a positive, empathetic, and professional attitude towards customers at all time.
- Responding promptly to customer inquiries.
- Ensure customer satisfaction and provide professional customer support.
- Coordinating with internal and external stakeholders.
- Consumer issues analyzing and rectifying within given time.
- Schedule & Supervise CSP's & ensure Strict policies & SOP's.
- Provide training of SAP to new hired Employee.

**Customer Service Representative**

**July 2014 to April 2019**

**K-Electric Formerly (K.E.S.C) Karachi Electric Supply Company**

**E-Square PVT LTD Provided Services to K-Electric**

- Maintaining a positive, empathetic, and professional attitude towards customers at all time.
- Maintaining all complaints with SAP CRM.
- Maintaining Excel Sheet.
- Emailing & Reply to Concerns.
- Answer Phones & Customer request & complaints in an efficient manner.
- Reporting to Supervisor with any problem or suggestion to better work Atmosphere.

# Computer Skills

- Strong Command in MS office.
- Installing and Configuring of Windows XP,7,8,10
- Installing & Configuring of Network devices & Software's
- Hardware Troubleshooting
- Software Troubleshooting
- Hardware and Software Installation
- Performing troubleshooting and Installing via remote support
- Emailing
- Internet Web Browsing & Social Networking.
- Working on SAP PM & SAP CRM
- Photo Editing on Adobe Photo Shop.

# Skills

- Good Communication & Written Skills.
- Strong Leadership.
- Can Work in competitive environment.
- Good analytical skill.
- Able to set priorities.
- Hard Working with extra Ordinary ability to work any weather and any situation.
- Ability to think & provide solution out of the box.
- Problem solver.

# Education

## Technical Qualification

- Diploma of Associate Engineering (Electrical)-2018
- Jinnah Polytechnic Institute, Karachi.

## Academic Qualification

- Matriculation-2012
- Board of Secondary Education, Karachi

# Personal Detail

- NIC : 42401-4543797-1
- Date Of Birth : 02/02/1994
- Nationality : Pakistani
- Status : Married
- Religion : Islam