**SYED JAFFAR HUSSAIN**

**PERSONAL INFORMATION**

Contact # **03433207759**

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**Gulshan-E-Iqbal Karachi.**

**CAREER SUMMARY**

Trustworthy and empathetic Customer Service Representative accomplished in troubleshooting and up-selling Products & Services. Dedicated to keeping excellent customer interaction records.

**ACADEMIC QUALIFICATION**

|  |  |  |
| --- | --- | --- |
| **Institute** | **Year** | **Score** |
| BBA-University of Karachi | 2006-2010 | 3.2 GPA |
| FSC-Federal Govt Urdu Science College | 2003-2005 | B Grade |
| SSC-Career Foundation School | 2000-2002 | B Grade |

**SOFTWARE SKILLS**

MS-Word**, MS**-Office, Microsoft Office Outlook, Power Point, MS-Excel

**PROFESSIONAL & SOFT SKILLS**

English, Spoken & Written, Telemarketing, Stress Management, Telephonic adequate, Customer Handling, Record Keeping, Time Management

Cash Management, Office Management, Documentation, Analyzing and Reporting.

**CERTIFICATIONS**

**Call Centre, Customer Care Solution Training6 Months**

From **ENSIGN COMMUNIQUE**, (Sponsored by City District Govt Karachi)

**E-Commerce Management & Digital Marketing 3 Months**

From **Digi-Skills** (Sponsored by Govt of Pakistan)

**PROFESSIONAL EXPERIENCE**

* **CUSTOMER SUPPORT REPRESENTATIVE** **Jul-2012\_Feb-2016**

*KESC CALL CENTER (Contract)*

* **FRONT DESK OFFICER**  **March-2016-March-18**

*Sindh Madressatul Islam University Khi*

* **E-COMMERCE ASSISTANT** **Feb-2019—Jan-2021**

*Mother Care Brand (E-Commerce dept.)*

**CUSTOMER SERVICE SUPERVISOR**

*Fitness Depot (E-Commerce Fitness Store)* **Jan-21 -- Present**

**Work Experience & History**

* Resolve customer inquiries via phone, social media and email, consistently exceeding targets.
* Pioneered development of improved system for following up with unsatisfied customers, reducing customer churn.
* Website & Orders Management.
* Actively participate in digital and physical marketing campaigns.
* Trained and mentored new employees on conflict resolution.
* Proposed more efficient call script to reduce average customer handling time, which was well-received and implemented by management.
* Keep monitor daily CS smooth operations, record and maintain all CS activities.
* Closely work with technical and other staff to maintain high standard customer service.
* Pricing, Quotation and other documentations.
* Prepared weekly and monthly reports.
* Other duties assigned by the Head of Depart.

**Interest & Hobbies**

Researching & Analyst, Content Writing, Reading Books, Communication & Social Networking, Explore new technological & Social Trends,

**References**

Will be furnished upon request.