SYED MAAZ AHMED 

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Valid GCC Driving License

**SUMMARY:**

Dedicated customer service professional with 6 years’ experience in a  fast-paced environment seeking an opportunity in a team-orientated company. Adept at handling a wide range of contact methods while accurately documenting customer issues and providing first class service with every interaction.

**HIGHLIGHTS:**

* Accomplished in relationship selling.
* Exceptional customer service and communication skills.
* Professional attitude.
* Good organizational and multitasking skills.
* Excellent business etiquette.
* Ability to manage priorities.
* Friendly and cheerful
* Proven sale record.
* Self sufficient
* Goal oriented

**EXPERIENCE:**

**March2016-Present.**

* Currently working in **ANG Group Holdings (PASTA EXPRESS)** as a Customer Service Representative **Supervisor**.
* Provides daily direction and communication to employees so that customer service calls are answered in a timely, efficient and knowledgeable manner.
* Greet customers warmly and ascertain problem or reason for calling.
* Work with customer service manager to ensure proper customer service is being delivered.
* Handle Talabat Online application orders and solve their complaints.
* Resolve customer complaints via phone , email, mail or social media,
* Check and make all closing sales reports.
* Responds to and resolves employee relations issues expressed by team members.
* Assists the manager with daily operation of the call center to include the development, analyses and implementation of staffing, training, telemarketing, scheduling and reward/recognition programs.

**March2014 - Feb2016.**

* Two years worked in **Electronics Home Appliances showroom** as a **Sales Representative cum Accountant.**

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* Welcome customers with a smile as they enter into premises.
* Provide customers with product information that they need.
* Provide information on daily deals and promotions.
* Compute sales prices, total purchases and receive and process cash or credit payment.
* Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
* Generate sales reports each week and submitting them to management.
* Collaborate with the management team to improve marketing materials.
* Attend industry trade shows to accumulate new leads and make productive contact with existing clients.
* Update client information in the company contact database.

**Jan2013 - Feb2014.**

* One year worked in **Dan pack Limited (FMCG)** as an **Outdoor Salesman**.
* Research and analyze market conditions and opportunities.
* Recording orders and sending details to the sales office.
* Making appointments with and meeting new customers.
* Demonstrates products and services as demand necessary by clients and management.
* Establishes and maintains customer relationships in order to grow profitable sales.
* Finds ways to sell products in the face of a down market.
* Good handling and preparation of sales status reports in MS-Office Word, Excel etc.
* Suggest new items and promotion to increase the sales.
* Manage product returns and exchanges.
* Completes sales call and expense reports on a timely basis in accordance with company policy.
* Reports competitive conditions and feedback from customers to management.

**EDUCATION:**

* **B.com** from Karachi University.
* Three years **Diploma in Electronics** from Aligarh Institute of Engineering and Technology.
* **Intermediate** From Govt. College of Boys Gulistan-e-Johar.

**CERTIFICATION:**

* Certification of **MS-OFFICE**.
* Certification of **I.E.L.T.S** from AEO.
* Certification and internship of **CABIN CREW** from IATA Silver wings CCA.

**PERSONAL INFORMATION:**

* Father’s Name : Syed Shamim Ahmed.
* Nationality : Pakistani.
* Religion : Islam
* Marital status : Single.
* Date of Birth : 20-09-1992

**REFRENCE:**

* Available on request.