

# Syed Abdul Haseeb

## CONTACT

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Micklefield road, High  
wycombe, Buckinghamshire

## SKILLS

Oral and Verbal Communication

Command over MS Office

Trained by Algorithm Group for ERP/Oracle  
program

## EDUCATION

- D.A.E in Civil Engineering of Karachi,  
Karachi, Pakistan
- Bachelor in commerce from University of  
Karachi, Karachi, Pakistan
- Intermediate from Karachi Board, Karachi,  
Pakistan
- Matriculation from Secondary Board,  
Karachi, Pakistan

## LANGUAGES

English

Hindi

Urdu

## PROFILE

Dedicated, organised, results-oriented Customer Service Professional with an excellent track record of significantly increasing service quality, sales and customer base. Outstanding communication, relationship-building and influencing skills; competent in building customer relationships which inspire confidence and loyalty.

## WORK EXPERIENCE

### Customer Service Assistant

Greggs UK 2023-present

- Be the first point of contact for customers and ensuring the highest level of customer service experience
- Responsible for stock deliveries arriving everyday and ensuring full compliance with current health and safety procedures
- Collaborate with other members of team and delegating tasks during peak times and prioritizing various duties throughout the shift
- Assisting back of the house with various tasks including and prepping and baking as and when required
- Implementation of health and safety regulations and ensuring 100% compliance in safety audits

### Key Accounts Team Leader

Denim Prive x Kassim Pvt Ltd 2019-2023

- Responsible for International brands including Kontoor Brands (Wangler Men's and Lee Women's), Calvin Klein. Apart from US customers also looking after one of our client of European market (Aldi) through Maceton Pakistan
- Receiving merchandising goals, business regions from higher officials
- Planning and documenting the assigned tasks and duties
- Liaising with department of production and shipments and ensuring timely dispatch
- Analyzing the apparel designs and assigning them to particular regions as per the current fashion trends
- Rating the tasks as per their criticality and delegating tasks depending upon their urgency
- Developing new business relationships and communicating with clients both existing and potential
- Generating periodic business reports and discussing them to immediate management to identify any issues and addressing them as quick as possible
- Responsible for acquiring new orders including costing and negotiations with customers and businesses directly.