*IBAD*

***House No. AF-152, Asifabad Colony , Pak Colony , Karachi 75200***

***Cell : 03152671230 / email : ibad710@gmail.com***

**Professional Summary**

* Call Center Representative versed in customer support in high call
* volume environments.
* Superior computer skills and telephone etiquette.
* Customer service professional seeking a management role.
* Skilled in training staff and establishing rapport with clients.
* Self-motivated with exceptional communication and computer capabilities.
* Excellent communicator with 10 years in a demanding call center environment as a Customer Service Representative.
* Results-oriented Customer Service Professional who excels at uncovering customer needs, finding solutions and handling objections.
* Top performer with a consistent track record of meeting and exceeding goals.
* Customer service professional seeking a management role. Skilled in training staff and establishing rapport with clients.
* Self-motivated with exceptional communication and computer abilities.
* Attentive Customer Service Representative with 10 years achieving customer sender satisfaction and customer retention goals.
* Independent and quick thinking team player seeking a role offering increased responsibility.
* Skilled Assistant Customer Service Manager offering expertise in resolving issues in a timely and accurate manner. Adept at building customer loyalty and repeat business.
* Attentive Customer Service Representative with 10 years achieving Customer satisfaction and customer retention goals. Independent and quick thinking team player seeking a role offering increased responsibility.
* Customer Services Executive bringing extensive call center experience in inbound, outbound and blended environments. Strength in training and development, client relations and problem solving.
* Call Center Representative versed in customer support in high call volume environments. Superior computer skills and telephone etiquette.

**Skills**

* Quick learner
* Exceptional communication skills
* Strong client relations
* International sales support
* Creative problem solver
* Skilled problem solver
* Customer-oriented
* Motivated team player
* Strong interpersonal skills
* Customer-oriented
* Positive and friendly
* Exceptional time management skills
* Team building expertise
* Active listening skills
* Computer literate
* Effective problem solver
* Customer-focused
* Excellent time management skills
* Process improvement specialist

**Work Historv**

**Customer Service Representative 09/2017 to Current**

**JoeyCo - Toronto. OX**

* Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
* Provided an elevated customer experience to generate a loyal clientele.
* Communicated with vendors regarding bad: order availability, future inventory and special orders.
* Assisted customers with feed selection, inquiries and order customization requests.
* Directed calls to appropriate individuals and departments.
* Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.
* Served as the main liaison between customers, management and sales team.
* Politely assisted customers in person and via telephone.
* Promptly responded to inquiries and requests from prospective customers.
* Strong leader of customer support staff
* Solved unresolved customer issues.
* Updated customer orders from start to finish in an accurate and timely manner.
* Maintained accurate records of past due customer account activity.
* Investigated and resolved customer inquiries and complaints in an empathetic manner.
* Met all customer call guidelines including service levels, handle time and productivity.
* Responded to customer requests with friendly, knowledgeable service and support.
* Identified individual development needs with appropriate training.
* Resolved associate, tool and service delivery issues revealed by statistical reports.
* Developed highly empathetic client relationships and earned a reputation for exceeding service standard goals.
* Managed work flow to exceed quality service goals.
* Coordinated department schedules to maximize coverage during peal: hours.
* Provided accurate, specific and timely performance feedback for CSRs.
* Researched complex problems and resolved issues in 3 timely manner.
* Trained staff on operating procedures and company services.

**In charge Yard 01 2016 to 01 2017**

**BILAL GROUP OF COMPANIES**

* Manage all the activities of cargo movement from port to yard.
* Coordinate with the Port authorities regarding to vessel schedules.
* Coordinate with the Planning Department for the delivery of empty Containers Helping operation team to manage and providing vehicles to our other different yards.
* Taking appropriate action decisions depending on the situation
* To provide answers confidently based on dat3 and understanding of policy and process.
* Maintains accurate and up-to-date filing systems.
* Responsible for the maintenance of all the machinery operating in Yard.
* Send reports of the Lifters & other vehicles on monthly bases to Head Office.
* Prepare EIRs (Equipment Interchange Receipt) after receiving of every container in Yard.
* Prepare Lift in and Lift out Charges report of every container after arrival in Yard.
* Send Weekly, Monthly Stock reports. LOLO Charges & EIR reports to KICT Port.
* Manage trucks and trailers for shifting of containers to different yards.
* Coordinate with the transporter staff for the smooth delivery of cargo on timely basis.
* Receiving, moving, checking and storing incoming goods.
* Checking and inspecting goods received and ensuring they are of accurate quantity, type, and also acceptable quality.
* Selecting space for storage and arranging for good to be placed in the designated areas.
* Making sure that all inventory processes are completed on the same day.
* Contacting transport companies and coordinating dispatch and delivery with them.
* Moving and organizing stock.
* Supervising the work of junior staff.
* Ensuring a clean and safe workhouse for staff to work in.
* Manage proper record of Diesel 3nd maintenance of every vehicle.
* In case of unavailability of drivers or other staff directly coordinate with Head Office.
* Smoothly manage staff of 15 persons including lifter operators, foreman, helpers, mechanics, supervisors, checkers and drivers.

**Senior Customer Service Executive**

**03/2006 to 12/ 2015**

**CMA CGM PAKISTAN PVT.LTD**.

* Correspond with the customers regarding to their shipment status
* Coordinate with local and international customers through emails and on phone.
* Coordinate with our international offices regarding to the shipment status.
* Deliver Gate Passes and Delivery Orders
* Keep records of all the documents.
* .Arrange meetings with the Shippers and Local customers regarding to cargo volumes.
* Prepare weekly, monthly cargo lifting reports.
* Call closure reports of monthly vessels movements. To check all particulars < weight, cartons, destination, form E number. commodity, containers & seal numbers) of each Bs L with TRs after sailing of each vessel.
* Checking Bs L of Freight forwarders according to circular of st3te Bank of FEE02.
* Checking all the T Rs, email customers if there any difference.
* Collect L.OI with customers in any discrepancy in documents.
* Make amendments in B Ls.
* Follow up with the customers through e-mails and phone calls.
* For roll over containers and any other operational issue follow-up with operation dep't.
* check all detail of shipment and correct them with revised format and check with multiple TRs.
* After sailing of vessel not loaded containers removed from b Is.
* Do all the amendments in B L.
* Shipper's. Cee's name, packages, Marks and numbers, gross weight, net weight ,etc.
* To roll containers if not loaded on specific Vessel
* Make sure with the customer if there any amendment charges or any other related charges.
* Cross check with the T R-s and B Ls all the description.

Personal Information

* Born March 29th May, 1978
* Religion: Islam
* Nationality: Pakistani
* Marital status: Married

**Education**

* Management
* Economics
* Business Mathematics

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