

TAHIR AHMED MALIK



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Al Rigga, Dubai, AE

I am an energetic and disciplined person with a good academic background. I possess good communication skills and leadership qualities. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

SKILLS

- Attention to Detail
- Positive Attitude
- Team work and collaboration
- Complaint Resolution
- Zendesk, Bitrix24 and other CRM's proficiency
- Strong Communication and Customer Support
- Microsoft Office
- Time Management
- Reporting & Analysis

PROFESSIONAL EXPERIENCE

PWG Group - Dubai, AE

February 2023 - Present

CUSTOMER RELATIONS AND PROCESSING MANAGER

- Managing client issues and handling walk-in applicants. 2. Assisting clients after getting an appointment in order to
- Prepare documents and requirements for the embassy appearance.
- Meeting clients up close and personal to determine issues and concerns expertly.
- Handle emails, and calls and create tickets for a smooth cycle.
- Oversee Bitrix24, back office, and other related apparatuses to follow client case progress and data entry.

EDUCATION

Virtual University of Pakistan

April 2016 - April 2019

BACHELOR OF COMMERCE

PERSONAL INFORMATIONS HIGHLIGHTS

DOB: 02-04-1995

Nationality: Pakistan

Passport # XY1164242

Visa: Own Visa

WORK INC - USA (Remote)

July 2020 - Jan 2023

QUALITY ASSURANCE EXECUTIVE

- Created or analyzed business requirements documents and project timelines.
- Identified problems to boost productivity and workflows.
- Conducted workload assessments and sessions that led to an increase in productivity.
- Able to use Microsoft products for reporting, Ensuring maximum productivity.

Careem - Isb, PK

March 2018 - May 2020

TEAM LEAD

- Managed employee performance, including conducting performance evaluations and
- Providing feedback to employees and reviewing CSAT.
- Created sustainable relationships and trust with customer accounts through open and interactive communication.
- Handled customer complaints, and provided appropriate solutions and alternatives within the time limits.
- Monitored call center activity to identify opportunities for improvement or resolve problems in real-time.

Touchstone Communications - ISB, PK

August 2017 - February 2018

Transcriber

- Transcribed recordings into the text files.
- Established the accuracy of the transcribed text.
- Understanding details of client requirements regarding formation.
- Before submitting the transcriptions, proofread them for grammar, punctuation, and spelling.
- Ensured typing skills were honed and remained sharp by completing typing drills on a regular basis.

BIZ Broadcasting (Pvt.) Ltd - ISB, PK

October 2013 - April 2016

RADIO BROADCASTER, PRODUCER AND DJ

- Produced, wrote, and narrated programs on the radio.
- Conducted interviews.
- Played, and remixed music and commercials.
- Worked with producers and assistants to create timely program content.
- Produced program segments.