

Muhammad Anas Husain

Customer Support Executive

Contact

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Skills

- Active listening
- Customer relationship management (CRM)
- Complaint resolution
- MS office
- Call monitoring
- Multitasking and organization
- Time management
- Call centre management
- Handling escalations
- Issue resolution

Education:

July 2020

BBA in Business Administration

Karachi Institute of Economics and Technology, Pakistan

- Recipient of [Director’s Honor Badge], [April, 2017], for academic excellence
- Recipient of [President’s Honor Award], [November, 2017], for leadership and performance.

Professional Summary:

Driven customer service professional with a proven ability to enhance satisfaction and loyalty by resolving inquiries and issues. Skilled in delivering exceptional service and applying best practices to exceed customer expectations

Experience:

September 2024 – Present

Customer Service Supervisor

One Step Consultancy, Dubai, UAE

- Resolved complex, escalated customer issues with empathy and efficiency, leading to a 25% increase in customer satisfaction scores and improved retention rates
- Trained and mentored 15+ customer service representatives, ensuring consistent, high-quality support and contributing to a 20% reduction in service errors
- Monitored team performance metrics, identified areas for improvement, and implemented process enhancements that boosted efficiency by 30% and reduced response times by 15%.
- Delivered exceptional multi-channel support (phone, email, chat) while collaborating with cross-functional teams to streamline workflows, resulting in a 10% improvement in first-contact resolution rates.

January 2024 – August 2024

Accounts Development Executive

Amazon, Dubai, UAE

- Led last-mile delivery operations, overseeing daily logistics functions and ensuring high-quality customer service
- Monitored and improved delivery processes, partnering with store teams to enhance performance and reduce delays
- Analyzed operational metrics and implemented strategies to optimize resource allocation and improve cost-effectiveness
- Exceeded sales quotas by 120%, achieving significant growth in assigned accounts.

September 2020 – September 2023

Customer Service Executive

Shan Corporation, Karachi, Pakistan

- Handled 50+ customer inquiries and complaints daily with professionalism and efficiency, resulting in a 95% customer satisfaction rating and contributing to increased customer loyalty.
- Demonstrated strong verbal and written communication skills to effectively resolve issues, leading to a 20% improvement in first-call resolution rates.
- Maintained in-depth knowledge of company products, providing personalized recommendations that boosted upsell conversions by 15%.
- Accurately processed orders, returns, and exchanges, ensuring a 98% error-free transaction rate and streamlining the customer experience.

References:

Available upon request.